



ORACLE

Oracle PaaS and IaaS Public Cloud Services Pillar Document

May 2021

TABLE OF CONTENTS

- 1 Scope.....3**
- 2 Oracle PaaS and IaaS Public Cloud Service Level Objective and Service Level Agreement Policy3**
 - 2.1 Category 1.....3
 - 2.1.1 Service Level Objective3
 - 2.1.2 Definitions.....3
 - 2.2 Category 24
 - 2.2.1 Service Level Objective.....4
 - 2.2.2 Definitions.....4
 - 2.3 Category 34
 - 2.3.1 Service Level Objective4
 - 2.3.2 Definitions.....5
 - 2.4 Category 45
 - 2.4.1 Service Level Objective5
 - 2.4.2 Definitions.....5
 - 2.5 Category 55
 - 2.5.1 Service Level Objective5
 - 2.5.2 Definitions.....6
 - 2.6 Category 66
 - 2.7 Category 76
 - 2.7.1 Service Level Agreements.....7
- 3 Oracle Cloud Security Policy52**
 - 3.1 Oracle Information Security Practices - General.....52
 - 3.2 Physical Security Safeguards.....52
- 4 Oracle Cloud Service Continuity Policy53**
 - 4.1 Oracle Cloud Services High Availability Strategy.....53
- 5 Oracle Cloud Service Level Objective Policy.....53**
- 6 Oracle Cloud Change Management Policy.....53**
 - 6.1 Emergency Maintenance.....53
 - 6.2 Data Center Migrations53
 - 6.3 Service Change Notification.....53
- 7 Cloud Support Policy53**
- 8 Oracle Cloud Suspension and Termination Policy 54**
- 9 Oracle Always Free Cloud Services..... 54**
- 10 Surge Protector for Web Application Firewall (WAF) 54**
 - 10.1 Definitions54
 - 10.2 WAF Service Credits Claims55
 - 10.3 Exclusions.....55

1 SCOPE

This document applies to Oracle PaaS and IaaS Public Cloud Services purchased by You, and supplements the *Oracle Cloud Hosting and Delivery Policies* incorporated into Your order.

2 ORACLE PAAS AND IAAS PUBLIC CLOUD SERVICE LEVEL OBJECTIVE AND SERVICE LEVEL AGREEMENT POLICY

Following the end of each calendar month of the applicable Services Period, Oracle measures the service level for Oracle PaaS and IaaS Public Cloud Services (“Service Level”, and also referred to in the *Oracle Cloud Hosting and Delivery Policies* as a Cloud Service’s “Service Availability Level” or “Service Uptime”) over the immediately preceding month. Except as otherwise defined below for specific categories of Oracle PaaS and IaaS Public Cloud Services under sections 2.1 through 2.6, the service level objective for Oracle PaaS and IaaS Public Cloud Services (“Service Level Objective”, and also referred to in the *Oracle Cloud Hosting and Delivery Policies* as a Cloud Service’s “Target Service Availability Level” or “Target Service Uptime”), as well as the calculation of the measured Service Level and definition of Unplanned Downtime, is set forth in and subject to the section titled Oracle Cloud Service Level Agreement of the *Oracle Cloud Hosting and Delivery Policies*.

Notwithstanding anything to the contrary in the *Oracle Cloud Hosting and Delivery Policies*, Oracle provides only a Service Level Objective for Oracle PaaS and IaaS Public Cloud Services included in subsections 2.1 (Category 1) through 2.6 (Category 6) below, and not a full service level agreement. Except as set forth below in the section titled Service Level Agreements or as otherwise stated in Your order, no service credits or other financial remedy are provided due to the failure to meet a specified Service Level Objective for an Oracle PaaS and IaaS Public Cloud Service under the *Oracle Cloud Hosting and Delivery Policies* or this document.

2.1 Category 1

2.1.1 Service Level Objective

Commencing at Oracle’s activation of the applicable Oracle PaaS and IaaS Public Cloud Service, Oracle works to meet a Service Level Objective of 99.95% for the following:

1. Oracle API Platform Cloud Service - Classic
2. Oracle API Manager Cloud Service
3. Oracle Apiary Cloud Service
4. Oracle Application Container Cloud Service
5. Oracle Cloud Infrastructure - Vault - Secrets
6. Oracle Container Engine for Kubernetes
7. Oracle Data Integration Platform Cloud Service - Classic
8. Oracle Event Hub Cloud Service
9. Oracle GoldenGate Cloud Service
10. Oracle Integration Cloud Service - Classic
11. Oracle Managed File Transfer Cloud Service
12. Oracle Self Service Integration Cloud
13. Oracle Visual Builder Cloud Service - Classic
14. Oracle WebCenter Portal Cloud Service

2.1.2 Definitions

The following definitions apply for purposes of calculating the Service Level of the Oracle PaaS and IaaS Public Cloud Services included within this Category 1:

- “Unavailable” or “Unavailability” means any time during which a problem with the Oracle PaaS and IaaS Public Cloud Service prevents external connectivity to any of Your instances of such Cloud Service.

2.2 Category 2

2.2.1 Service Level Objective

Commencing at Oracle's activation of the applicable Oracle PaaS and IaaS Public Cloud Service, Oracle works to meet a Service Level Objective of 99.9% for the following:

1. Oracle Cloud Infrastructure - Cloud Shell
2. Oracle Cloud Infrastructure - Data Catalog
3. Oracle Cloud Infrastructure - Data Flow
4. Oracle Cloud Infrastructure - Data Science
5. Oracle Cloud Infrastructure - Developer Tools
6. Oracle Cloud Infrastructure - Object Storage - Classic
7. Oracle Cloud Infrastructure - Registry
8. Oracle Cloud Infrastructure - Resource Manager

2.2.2 Definitions

The following definitions apply for purposes of calculating the Service Level of the Oracle PaaS and IaaS Public Cloud Services included within this Category 2:

- "Service Level" is measured by Oracle over the immediately preceding calendar month by (a) subtracting from 100, the sum of the Error Rate of each hour of that month (the "Error Rate Sum"), (b) dividing the Error Rate Sum by the total number of hours in that month, and (c) multiplying the result by 100 to determine a percent figure.
- "Error Rate" is the total number of Failed Service REST API Calls in a one-hour time interval in the measured month of the Services Period of the applicable Cloud Services divided by the total number of Service REST API Calls during that one-hour time interval.
- "Service REST API Call" is any HTTP Request that fulfills the applicable Cloud Service's REST API specification.
- "Failed Service REST API Call" is any Cloud Service REST API Call processed by Your User that results in a 5xx (Server Error) class of status code.

2.3 Category 3

2.3.1 Service Level Objective

Commencing at Oracle's activation of the applicable Oracle PaaS and IaaS Public Cloud Service, Oracle works to meet a Service Level Objective of 99.95% for the following:

1. Oracle Analytics Cloud
2. Oracle Analytics Cloud - Classic
3. Oracle Application Builder Cloud Service
4. Oracle Application Performance Monitoring Cloud Service
5. Oracle Autonomous Database on Exadata Cloud at Customer
6. Oracle Autonomous Database on Dedicated Exadata Infrastructure
7. Oracle Big Data Discovery Cloud Service
8. Oracle Big Data Preparation Cloud Service
9. Oracle Business Intelligence Cloud Service
10. Oracle CASB Cloud Service
11. Oracle Cloud Infrastructure - Console
12. Oracle Cloud Infrastructure - Identity and Access Management
13. Oracle Cloud Infrastructure - Marketplace
14. Oracle Content and Experience Cloud Service - Classic
15. Oracle Database Cloud Service - Multitenant Edition
16. Oracle Database Exadata Express Cloud Service
17. Oracle Data Integration Platform Cloud Service
18. Oracle Data Visualization Cloud Service
19. Oracle Documents Cloud Service
20. Oracle Identity Cloud Service

21. Oracle Integration Cloud Service - Classic - Enterprise
22. Oracle Integration Cloud Service - Classic - Standard
23. Oracle Internet of Things Asset Monitoring Cloud Service
24. Oracle Internet of Things Cloud Service
25. Oracle Internet of Things Cloud Service - Enterprise
26. Oracle Internet off Things Production Monitoring Cloud Service
27. Oracle IT Analytics Cloud Service
28. Oracle Java Cloud Service - SaaS Extension
29. Oracle Log Analytics Cloud Service
30. Oracle Management Cloud
31. Oracle Messaging Cloud Service
32. Oracle Mobile Cloud Enterprise - Classic
33. Oracle Mobile Cloud Service - Classic
34. Oracle Process Cloud Service
35. Oracle Sites Cloud Service

2.3.2 Definitions

The following definitions apply for purposes of calculating the Service Level of the Oracle PaaS and IaaS Public Cloud Services included within this Category 3:

- “Unavailable” or “Unavailability” means any time during which a problem with the Oracle PaaS and IaaS Public Cloud Service prevents external connectivity for all Your instances of such Cloud Service.

2.4 Category 4

2.4.1 Service Level Objective

Commencing at Oracle’s activation of the applicable Oracle PaaS and IaaS Public Cloud Service, Oracle works to meet a Service Level Objective of 99.95% for the following:

1. Oracle Big Data Cloud Service - Starter Pack - 3 Nodes
2. Oracle Big Data SQL Cloud Service

2.4.2 Definitions

The following definitions apply for purposes of calculating the Service Level of the Oracle PaaS and IaaS Public Cloud Services included within this Category 4:

- “Unavailable” or “Unavailability” means any time during which a problem with the Oracle PaaS and IaaS Public Cloud Service prevents external connectivity for all Your nodes for such Cloud Service.

2.5 Category 5

2.5.1 Service Level Objective

Commencing at Oracle’s activation of the applicable Oracle PaaS and IaaS Public Cloud Service, Oracle works to meet a Service Level Objective of 99.95% for the following:

1. Oracle Cloud at Customer
2. Oracle Cloud Infrastructure - Compute - Classic
3. Oracle Cloud Infrastructure - Container Service - Classic
4. Oracle Cloud Infrastructure - Dedicated Compute - Classic
5. Oracle Cloud Infrastructure - Exadata Cloud at Customer
6. Oracle Cloud Infrastructure - Load Balancer - Classic
7. Oracle Cloud Infrastructure - Ravello Service
8. Oracle Database Exadata Cloud at Customer

2.5.2 Definitions

The following definitions apply for purposes of calculating the Service Level of the Oracle PaaS and IaaS Public Cloud Services included within this Category 5:

- “Unavailable” or “Unavailability” means any time during which a problem with the Oracle PaaS and IaaS Public Cloud Service prevents: (i) external connectivity for all Your instances of such Cloud Service, and (ii) access to Your attached block storage volumes for such Cloud Service.

2.6 Category 6

2.6.1 Service Level Objective

Commencing at Oracle’s activation of the applicable Oracle PaaS and IaaS Cloud@Customer Service, Oracle works to meet a Service Level Objective of 99.95% during any calendar month for the following:

1. Oracle Cloud Infrastructure - Gen 2 Exadata Cloud@Customer

2.6.2 Definitions

The following definitions apply for purposes of calculating the Service Level of the Oracle PaaS and IaaS Cloud@Customer Services included within this Category 6:

- “Service Level” is calculated by subtracting from 100% the percentage of minutes during the calendar month in which the applicable Oracle PaaS and IaaS Cloud@Customer Service was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Oracle PaaS and IaaS Cloud@Customer Service prevents it from running at least one guest VM instance for any multi-node VM Cluster hosted by such Cloud Service. In addition to anything that is excluded from Unplanned Downtime as described in Section 3.3 (Unplanned Downtime) of the Oracle Cloud Hosting and Delivery Policies, Unavailable for this Category 6 does not include any unavailability arising from (A) You or Your Users denying, disabling or delaying Oracle’s access to the applicable Oracle PaaS and IaaS Cloud@Customer Service; (B) Your equipment, software or other technology and/or third-party equipment, software or other technology (other than third party equipment within Oracle's direct control); and (C) Your or Your Users mis-configuring database or Cloud Service parameters of the applicable Oracle PaaS and IaaS Cloud@Customer Service..

2.7 Category 7

For the Category 7 Services listed below, the following section, titled Service Level Agreements, applies in lieu of subsection 3.2 (Service Availability) of section 3 (Oracle Cloud Service Level Agreement) of the *Oracle Cloud Hosting and Delivery Policies*.

1. Oracle Cloud Infrastructure - API Gateway
2. Oracle Cloud Infrastructure - API Platform
3. Oracle Cloud Infrastructure - Autonomous Database
4. Oracle Cloud Infrastructure - Big Data Service
5. Oracle Cloud Infrastructure - Big Data - Compute Edition
6. Oracle Cloud Infrastructure - Block Volume
7. Oracle Cloud Infrastructure - Blockchain Platform Cloud
8. Oracle Cloud Infrastructure - Compute
9. Oracle Cloud Infrastructure - Database Backup Cloud
10. Oracle Cloud Infrastructure - Database Cloud
11. Oracle Cloud Infrastructure - Database Exadata
12. Oracle Cloud Infrastructure - Database - Dense I/O
13. Oracle Cloud Infrastructure - Data Integration
14. Oracle Cloud Infrastructure - Data Integrator Cloud
15. Oracle Cloud Infrastructure - Data Safe
16. Oracle Cloud Infrastructure - Digital Assistant
17. Oracle Cloud Infrastructure - DNS
18. Oracle Cloud Infrastructure - Email Delivery

19. Oracle Cloud Infrastructure - FastConnect
20. Oracle Cloud Infrastructure - File Storage
21. Oracle Cloud Infrastructure - Functions
22. Oracle Cloud Infrastructure - GoldenGate
23. Oracle Cloud Infrastructure - Health Checks
24. Oracle Cloud Infrastructure - Integration Cloud
25. Oracle Cloud Infrastructure - Java Cloud
26. Oracle Cloud Infrastructure - Load Balancer
27. Oracle Cloud Infrastructure - Mobile Hub
28. Oracle Cloud Infrastructure - Monitoring
29. Oracle Cloud Infrastructure - MySQL Database
30. Oracle Cloud Infrastructure - NoSQL Database Cloud
31. Oracle Cloud Infrastructure - Notifications
32. Oracle Cloud Infrastructure - Object Storage
33. Oracle Cloud Infrastructure - Oracle Content and Experience Cloud
34. Oracle Cloud Infrastructure - Outbound Data Transfer
35. Oracle Cloud Infrastructure - SOA Suite Cloud
36. Oracle Cloud Infrastructure - Streaming
37. Oracle Cloud Infrastructure - Vault
38. Oracle Cloud Infrastructure - Visual Builder Cloud
39. Oracle Cloud Infrastructure - Web Application Firewall
40. Oracle Cloud Infrastructure - WebLogic

2.7.1 Service Level Agreements

2.7.1.1 Definitions

The following terms apply to all of the subsections within this section (Service Level Agreements).

- “Availability Domain” refers to one or more data centers located within a Region. Availability domains are separate from each other and fault tolerant.
- “Block Size” refers to the maximum length of a sequence of bytes or bits (specifically for data transmission and storage).
- “Fault Domain” is a collection of servers that share common resources, such as power and network connectivity.
- “FIO” is a benchmarking and workload simulation tool. FIO synthetically simulates performance numbers for various types of workloads, block size and read write mix. More details on FIO can be found at <https://docs.us-phoenix-1.oraclecloud.com/Content/Block/Concepts/blockvolumeperformance.htm>.
- “IOPS” (which is also referred to as input/output operations per second) is a metric used to characterize performance of storage devices such as hard disks (HDD), solid state drives (SSD) and storage area networks (SAN).
- “OCIDs” are unique identifiers for resources in an Oracle Cloud Infrastructure Category 7 Service that contain metadata about the resources.
- “One AD Region” refers to a Region in which Oracle has one Availability Domain.
- “Oracle Cloud Infrastructure Category 7 Service” (or “Oracle Cloud Infrastructure Category 7 Services” in plural) refers to an Oracle PaaS or IaaS Public Cloud Service that is listed in this section titled Category 7.
- “Non-Compliant Service” refers to an Oracle Cloud Infrastructure Category 7 Service for which the applicable Service Commitment under this section (Service Level Agreements) is not met.
- “Region” refers to a localized geographic area in which one or more Oracle data centers are located.
- “Service Commitment” is defined below as part of the Service Level Agreement for each type of Oracle Cloud Infrastructure Category 7 Service under this section (Service Level Agreements).
- “Service Level Agreement” is defined below for each type of Oracle Cloud Infrastructure Category 7 Service under this section (Service Level Agreements).
- “VCN” is a customizable private network within the Oracle Cloud Infrastructure cloud.

2.7.1.2 Service Credits

This subsection (Service Credits) sets forth the terms regarding the grant to You of service credits (“Service Credits”) under a Service Level Agreement set forth in this section (Service Level Agreements) arising from Oracle’s failure to meet a Service Commitment with respect to an applicable Oracle Cloud Infrastructure Category 7 Service. The grant of these Service Credits are **YOUR EXCLUSIVE REMEDY AND ORACLE’S ENTIRE LIABILITY** when Oracle has not met a Service Commitment under this section (Service Level Agreements). Service Credits will only be provided for the specific Oracle Cloud Infrastructure Category 7 Service for which the applicable Service Commitment has not been met.

Subject to the last sentence of this paragraph, Oracle will calculate Service Credits as a percentage of the net fees paid by You for the quantity of the relevant Non-Compliant Service that is actually used during a Measured Period (as defined below), with the (i) percentage amount (the “Service Credit Percentage”) as set forth in the Service Commitment specified for such Cloud Service in this section (Service Level Agreements), and (ii) the fees and usage based on the rates and metric set forth for such Cloud Service in Your order (pro-rated as necessary). A “Measured Period” is a calendar month (or hourly period for an Oracle Cloud Infrastructure Category 7 Service with a Service Commitment that is hourly based), during which You have deployed the applicable Oracle Cloud Infrastructure Category 7 Service pursuant to the application of Oracle Monthly or Annual Universal Credits for PaaS and IaaS or pursuant to an Oracle Pay as You Go (PAYG) or Funded Allocation (FA) model (as such terms are described in the Oracle PaaS and IaaS Universal Credits Service Descriptions document or in Your order, as applicable). In no event may the cumulative Service Credits granted under this section (Service Level Agreements) for a Non-Compliant Service exceed the net fees paid for the quantity of such Non-Compliant Service that is actually used in the applicable Measured Period.

With respect to Oracle Cloud Infrastructure Category 7 Services purchased under a Pay as You Go model, any Service Credits will be added to Your Pay as You Go balance in the calendar month following Oracle’s approval of Your claim. You must use those Service Credits within the calendar month in which the Service Credits are granted. Any unused Service Credits will expire at the end of the calendar month in which the Service Credits are granted and You may not carry those Service Credits over to another month.

With respect to Oracle Cloud Infrastructure Category 7 Services purchased pursuant to Oracle Monthly Universal Credits for PaaS and IaaS, any Service Credits will be added to Your Universal Credit balance in the monthly credit period (as defined in Your order for such Cloud Services) following Oracle’s approval of Your claim. You must use those Service Credits within the monthly credit period in which the Service Credits are granted. Any unused Service Credits will expire at the end of the monthly credit period in which the Service Credits are granted and You may not carry those Service Credits over to another monthly credit period.

With respect to Oracle Cloud Infrastructure Category 7 Services purchased pursuant to Oracle Annual Universal Credits for PaaS and IaaS, any Service Credits will be added to Your Universal Credits balance in the calendar month following Oracle’s approval of Your claim. You must use those Service Credits within the annual credit period (as defined in Your order for such Cloud Services) in which the Service Credits are granted. Any unused Service Credits will expire at the end of the annual credit period in which the Service Credits are granted and You may not carry those Service Credits over to another annual credit period.

With respect to Oracle Cloud Infrastructure Category 7 Services purchased pursuant to Oracle Universal Credits Funded Allocation Model, any Service Credits will be added to Your Funded Allocation Value in the calendar month following Oracle’s approval of Your claim. You must use those Service Credits within the Services Period (as defined in Your order for such Cloud Services) in which the Service Credits are granted. Any unused Service Credits will expire at the end of the Services Period in which the Service Credits are granted and You may not carry those Service Credits over to another Services Period.

Notwithstanding the above, Service Credits related to an order for Oracle Monthly or Annual Universal Credits for PaaS and IaaS or the Funded Allocation model are deemed forfeited where the grant of the Service Credits would fall in a monthly period following the expiration of the Services Period applicable to such order, unless You execute with Oracle a replenishment order for such Oracle Universal Credits or Funded Allocation model, as applicable, whose Services Period covers the relevant monthly period. For the avoidance of doubt, Service Credits will only be granted under this section (Service Level Agreements) for Oracle Cloud Infrastructure Category 7 Services that You have actually deployed during the applicable Measured Period pursuant to the application of Oracle Monthly or Annual Universal Credits for PaaS and IaaS or pursuant to an Oracle Pay as You Go or Funded Allocation model.

2.7.1.3 Claims

In order to be considered to receive Service Credits, You must file a claim with Oracle in accordance with the terms listed in this subsection. You must submit the claim either through the “My Oracle Support” portal or by contacting Your account manager and You must include all of the information required for Oracle to validate the claim, including but not limited to:

- (i) a detailed description of the circumstances for Your claim that the applicable Oracle Cloud Infrastructure Category 7 Service did not meet its Service Commitment;
- (ii) information regarding the time and duration of the downtime that caused the applicable Oracle Cloud Infrastructure Category 7 Service not to meet its Service Commitment;
- (iii) the names of the applicable Oracle Cloud Infrastructure Category 7 Service that did not meet its Service Commitment;
- (iv) the Region in which the applicable Oracle Cloud Infrastructure Category 7 Service did not meet its Service Commitment;
- (v) the names of the relevant OCIDs, including tenancy OCID, compartment(s) OCID, and affected resource OCID(s);
- (vi) a description of Your attempts to resolve the issue that caused the applicable Oracle Cloud Infrastructure Category 7 Service not to meet its Service Commitment at the time of the occurrence of such issue; and
- (vii) relevant documentation/logs (such as audit console and OS events/logs) that can confirm that the applicable Oracle Cloud Infrastructure Category 7 Service did not meet its Service Commitment.

In order for Oracle to consider a claim, Oracle must receive the claim within sixty (60) calendar days from when the issue occurred that caused the applicable Oracle Cloud Infrastructure Category 7 Service not to meet its Service Commitment. Oracle will use commercially reasonable efforts to process claims within sixty (60) days of Oracle's receipt of a claim. You must continue to be in compliance with the Oracle Cloud Services agreement referenced in Your order for You to be eligible to receive Service Credits.

2.7.1.4 Resolution of Conflicting Service Level Agreement Offering

Oracle offers several different Service Level Agreements as defined in this section (Service Level Agreements). Notwithstanding anything to the contrary, if as a result of an incident, You are entitled to receive Service Credits for a particular Oracle Cloud Infrastructure Category 7 Service under multiple Service Level Agreements described in this section (Service Level Agreements), then You may receive Service Credits only under the Service Level Agreement for such Cloud Service which provides for the highest amount of Service Credits to You, but You may not recover Service Credits for such Cloud Service under multiple Service Level Agreements for the same incident.

In addition, notwithstanding anything to the contrary, if Your order with Oracle provides a right to receive a higher amount of Service Credits in the event of an incident with an Oracle Cloud Infrastructure Category 7 Service, then You may receive Service Credits only under the provision which provides for the highest amount of Services Credits to You for such Cloud Service, but You may not recover Service Credits under multiple provisions for the same event (i.e., You may not recover Service Credits for such Oracle Cloud Infrastructure Category 7 Service under both such order and this section (Service Level Agreements) for the same incident).

In no event may You receive more Service Credits than equate to the fees paid by You for the quantity of the applicable Non-Compliant Service.

2.7.1.5 Common Exclusions

A Service Level Agreement (and Service Commitment therein) for an Oracle Cloud Infrastructure Category 7 Service does not apply to any unavailability, suspension or termination of the applicable Non-Compliant Service, or any other performance issue that results from the following (each a "Common Exclusion" and, collectively the "Common Exclusions"):

- (i) Your equipment, software or other technology and/or third-party equipment, software or other technology (other than third party equipment within Oracle's direct control);
- (ii) For Oracle Cloud Infrastructure Category 7 Services that are inter-related (i.e., such Cloud Services operationally interface with, or are functionally dependent on, one another), if Oracle determines the failure of one Cloud Service (the "Primary Service") to meet its Service Commitment is the root cause of any unavailability of the other Cloud Service (the "Inter-Related Unavailability"), then You may receive Service Credits as a result of the Inter-Related Unavailability only for the Primary Service, but not such other Cloud Service (i.e., the Inter-Related Unavailability will be excluded from the calculation of whether or not such other Cloud Service meets its Service Commitment);
- (iii) Any actions or inactions of You, Your Users or any third party (other than any Oracle agents and contractors who Oracle has engaged to perform the applicable Oracle Cloud Infrastructure Category 7 Service) (e.g., denying or disabling access to the Cloud Services, restarting, stopping, or patching a database, filling up storage, mis-configuring database parameters, installation of third party agents/software, mis-configuring security groups, VCN

configurations or credential settings, disabling encryption keys or making the encryption keys inaccessible, not allocating adequate resources for Your workload or exceeding limits specified in Your order for the Oracle Cloud Infrastructure Category 7 Service, third party malicious acts against You or Your Users, etc.); and

- (iv) Anything that is excluded from Unplanned Downtime as described in Section 3.3 (Unplanned Downtime) of the *Oracle Cloud Hosting and Delivery Policies* (provided that, for the purposes of Your order of an Oracle Cloud Infrastructure Category 7 Service, the Common Exclusions will not include any unavailability of such Cloud Service to the extent it results from a maintenance period that was not selected or otherwise agreed to by You).

In addition, if the failure to meet the Service Commitment applicable to an Oracle Cloud Infrastructure Category 7 is impacted by factors other than those used in Oracle’s calculation, then Oracle may issue Service Credits for the applicable Cloud Service considering such factors at Oracle’s discretion.

The Service Level Agreements for Oracle Cloud Infrastructure Category 7 Services under this section (Service Level Agreements) are contingent on Your adherence to Oracle’s recommended minimum technical configuration requirements for accessing and using the applicable Cloud Services from Your network infrastructure and Your user work stations as set forth in the Program Documentation for the such Cloud Services.

2.7.1.6 Data Plane Service Level Agreements

2.7.1.6.1 Oracle Cloud Infrastructure - API Gateway

The service level agreement described below for the Oracle Cloud Infrastructure - API Gateway Services (the “Service Level Agreement”) applies to the following SKU:

SKU	CLOUD SERVICE
B92072	Oracle Cloud Infrastructure - API Gateway - 1,000,000 API Calls - 1,000,000 API Calls per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - API Gateway Service listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.95% during any calendar month (the “Service Commitment”). In the event the Oracle Cloud Infrastructure - API Gateway Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - API Gateway Service listed above, the following shall apply:

- “API Call” is a single invocation of a path in the Oracle Cloud Infrastructure - API Gateway Service that is mapped to an API deployment.
- “API Error Rate” applies separately to each tenancy of the Oracle Cloud Infrastructure - API Gateway Service and means, on a per-Region basis, the percentage value corresponding to: (i) the total number of failed API Calls made to the applicable Oracle Cloud Infrastructure - API Gateway Service with a status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of API Calls made to such Oracle Cloud Infrastructure - API Gateway Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.6.2 Oracle Cloud Infrastructure - Autonomous Database

The service level agreement described below for the Oracle Cloud Infrastructure - Autonomous Database Services on Shared Infrastructure (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B89039	Oracle Autonomous Data Warehouse - BYOL - OCPU Per Hour
B89040	Oracle Autonomous Data Warehouse - OCPU Per Hour
B89041	Oracle Autonomous Data Warehouse - Exadata Storage - Terabyte Storage Capacity Per Month
B90453	Oracle Autonomous Transaction Processing - OCPU Per Hour
B90454	Oracle Autonomous Transaction Processing - BYOL - OCPU Per Hour
B92212	Oracle Autonomous JSON Database - OCPU Per Hour
B90455	Oracle Autonomous Transaction Processing - Exadata Storage - Terabyte Storage Capacity Per Month

The Service Level Agreement described in this section applies only to the deployment of an Oracle Cloud Infrastructure - Autonomous Database Service listed above on shared infrastructure (the "Oracle Cloud Infrastructure - Autonomous Database Service on Shared Infrastructure"). Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Autonomous Database Services on Shared Infrastructure with a Monthly Uptime Percentage (as defined below) of at least 99.95% during any calendar month (the "Service Commitment"). In the event an Oracle Cloud Infrastructure - Autonomous Database Service on Shared Infrastructure listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Autonomous Database Services on Shared Infrastructure listed above, the following shall apply:

- "Database Connection" is a direct connection established from any tool or application to the Oracle Cloud Infrastructure - Autonomous Database using Oracle network services.
- "Monthly Uptime Percentage" is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Autonomous Database Service on Shared Infrastructure was Unavailable (as defined below).
- "Unavailable" means a minute period when (i) no Database Connection is or can be established and (ii) all continuous attempts (at least five) to establish a Database Connection fail. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.3 Oracle Cloud Infrastructure - Big Data Service

The service level agreement described below for the Oracle Cloud Infrastructure - Big Data Services (the "Service Level Agreement") applies to the following SKUs:

SKU	CLOUD SERVICE
B91121	Oracle Cloud SQL - Compute Capacity
B91128	Oracle Big Data Service - Compute - Standard - OCPU Per Hour
B91129	Oracle Big Data Service - Compute - Dense I/O - OCPU Per Hour
B91130	Oracle Big Data Service - Compute - HPC - OCPU Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Big Data Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the "Service

Commitment”). In the event an Oracle Cloud Infrastructure - Big Data Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Big Data Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Big Data Services was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Oracle Cloud Infrastructure - Big Data Service prevents external connectivity to any of Your instances of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.4 Oracle Cloud Infrastructure - Big Data - Compute Edition

The service level agreement described below for the Oracle Cloud Infrastructure - Big Data - Compute Edition Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88306	Oracle Big Data Cloud Service - Compute Edition - High Performance Storage Capacity - Gigabyte Storage Capacity Per Month
B88307	Oracle Big Data Cloud Enterprise - Compute Capacity - OCPU Per Hour
B88308	Oracle Big Data Cloud Service - Compute Edition - Storage Capacity - Gigabyte Storage Capacity Per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Big Data - Compute Edition Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Big Data - Compute Edition Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Big Data - Compute Edition Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Big Data - Compute Edition Services was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Oracle Cloud Infrastructure - Big Data - Compute Edition Service prevents external connectivity to any of Your instances of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.5 Oracle Cloud Infrastructure - Blockchain Platform Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Blockchain Platform Cloud Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B92302	Oracle Cloud Infrastructure - Blockchain Platform Cloud Service - Standard - OCPU per hour
B92303	Oracle Cloud Infrastructure - Blockchain Platform Cloud Service - Enterprise - OCPU per hour
B92304	Oracle Cloud Infrastructure - Blockchain Platform Cloud Service - Storage - TB Storage Capacity per month
B92305	Oracle Cloud Infrastructure - Blockchain Platform Cloud Service - Enterprise - BYOL - OCPU per hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Blockchain Platform Cloud Services listed above available with the following Monthly Uptime Percentage (as defined below) during any calendar month (the “Services Commitment”): (i) for the Enterprise SKUs above, at least 99.95%, and (ii) for the Standard and Storage SKUs above, at least 99.5%. In the event an Oracle Cloud Infrastructure - Blockchain Platform Cloud Service listed above does not meet its Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage for Enterprise SKUs	Service Credit Percentage
Less than 99.95% but equal to or greater than 99.5%	10%
Less than 99.5% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

Monthly Uptime Percentage for Standard and Storage SKUs	Service Credit Percentage
Less than 99.5% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Blockchain Platform Cloud Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Blockchain Platform Cloud Service was Unavailable (as defined below).
- “Unavailable” excludes circumstances resulting directly or indirectly from any Common Exclusion, and means:
 - (i) any one-minute periods when You are unable to connect to the Blockchain Platform console or REST proxy of the applicable Oracle Cloud Infrastructure - Blockchain Platform Cloud Service either via Web browser or via REST APIs after multiple (at least five) attempts; or
 - (ii) if Your application is connecting to a peer component and/or an Ordering Service Node (OSN) component of an Oracle Cloud Infrastructure - Blockchain Platform Cloud Service with a Standard SKU, any one-minute periods when You are unable to connect to such peer or OSN after multiple (at least five) attempts; or
 - (iii) if Your application is both (a) connecting to a peer component and/or OSN component of an Oracle Cloud Infrastructure - Blockchain Platform Cloud Service with an Enterprise SKU, and (b) configured to connect to at least two such peers or OSNs running one each in different Availability Domains (or, for Regions with one Availability Domain, in different Fault Domains), then any one-minute periods when You are unable to connect to any of such peers or OSNs after multiple (at least five) attempts.

2.7.1.6.6 Oracle Cloud Infrastructure - Block Volume

The service level agreement described below for the Oracle Cloud Infrastructure - Block Volume Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88322	Oracle Cloud Infrastructure - Block Volume - Gigabyte Storage Capacity per Month

SKU	CLOUD SERVICE
B91961	Oracle Cloud Infrastructure - Block Volume Storage - Gigabyte Storage Capacity Per Month
B91962	Oracle Cloud Infrastructure - Block Volume Performance - Performance Units Per Gigabyte Per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Block Volume Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.99% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Block Volume Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Block Volume Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Block Volume Service was Unavailable (as defined below).
- “Unavailable” means any time when all of the attached volumes of the applicable Oracle Cloud Infrastructure - Block Volume Service perform zero read write IO with pending IO in the queue. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.7 Oracle Cloud Infrastructure - Compute

The service level agreement described below for the Oracle Cloud Infrastructure - Compute Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88313	Oracle Cloud Infrastructure - Compute - Bare Metal Dense I/O - X5 - OCPU Per Hour
B88314	Oracle Cloud Infrastructure - Compute - Bare Metal High I/O - X5 - OCPU Per Hour
B88315	Oracle Cloud Infrastructure - Compute - Bare Metal Standard - X5 - OCPU Per Hour
B88316	Oracle Cloud Infrastructure - Compute - Virtual Machine Dense I/O - X5 - OCPU Per Hour
B88317	Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - X5 - OCPU Per Hour
B88318	Oracle Cloud Infrastructure - Compute - Windows OS - OCPU Per Hour
B88513	Oracle Cloud Infrastructure - Compute - Bare Metal Standard - X7 - OCPU Per Hour
B88514	Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - X7 - OCPU Per Hour
B88515	Oracle Cloud Infrastructure - Compute - Bare Metal Dense I/O - X7 - OCPU Per Hour
B88516	Oracle Cloud Infrastructure - Compute - Virtual Machine Dense I/O - X7 - OCPU Per Hour
B88517	Oracle Cloud Infrastructure - Compute - Bare Metal GPU Standard - X7 - GPU Per Hour
B88518	Oracle Cloud Infrastructure - Compute - Virtual Machine GPU Standard - X7 - GPU Per Hour
B89734	Oracle Cloud Infrastructure - Compute - GPU Standard - V2 - GPU Per Hour
B90398	Oracle Cloud Infrastructure - Compute - HPC - X7 - OCPU Per Hour

SKU	CLOUD SERVICE
B90425	Oracle Cloud Infrastructure - Compute - Standard - E2 - OCPU Per Hour
B91119	Oracle Cloud Infrastructure - Compute - Bare Metal Standard - B1 - OCPU Per Hour
B91120	Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - B1 - OCPU Per Hour
B91372	Oracle Cloud Infrastructure - Compute - Microsoft SQL Enterprise - OCPU Per Hour
B91373	Oracle Cloud Infrastructure - Compute - Microsoft SQL Standard - OCPU Per Hour
B92306	Oracle Cloud Infrastructure - Compute - Standard E3 OCPU
B92307	Oracle Cloud Infrastructure - Compute - Standard E3 Memory
B93113	Oracle Cloud Infrastructure - Compute - Standard - E4 OCPU Per Hour
B93114	Oracle Cloud Infrastructure - Compute - Standard - E4 - Memory - Gigabyte Per Hour
B93311	Oracle Cloud Infrastructure - Compute - Optimized - X9 - OCPU Per Hour
B93312	Oracle Cloud Infrastructure - Compute - Optimized - X9 - Memory - Gigabyte Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Compute Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.99% during any calendar month and with a Monthly Uptime Percentage (as defined below) for each instance of such Cloud Services of at least 99.9% during any calendar month (the "Service Commitment"). In the event an Oracle Cloud Infrastructure - Compute Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage for Regions with several Availability Domains	Service Credit Percentage
Less than 99.99% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

Monthly Uptime Percentage for Regions with one Availability Domain	Service Credit Percentage
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

Monthly Uptime Percentage for Single Instance	Service Credit Percentage
Less than 99.9%	100%

For the purposes of the Oracle Cloud Infrastructure - Compute Services listed above, the following shall apply:

- "Monthly Uptime Percentage" applies to Regions with one or more Availability Domains, and is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Compute Service was Unavailable.
- "Unavailable" excludes circumstances resulting directly or indirectly from any Common Exclusion, and means any time when a problem with the applicable Oracle Cloud Infrastructure - Compute Service prevents external connectivity with:
 - (i) for Regions with several Availability Domains, all instances of such Cloud Service that are deployed in more than one Availability Domain; or
 - (ii) for Regions with one Availability Domain, all instances of such Cloud Service that are deployed in more than one Fault Domain; or
 - (iii) for a single instance of such Cloud Service, each such instance.

2.7.1.6.8 Oracle Cloud Infrastructure - Database Backup Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Database Backup Cloud Service (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B90230	Oracle Database Backup Cloud - Object Storage - Gigabyte Storage Capacity Per Month
B90231	Oracle Database Backup Cloud - Archive Storage - Gigabyte Storage Capacity Per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Database Backup Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Database Backup Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Database Backup Cloud Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Database Backup Cloud Service was Unavailable (as defined below).
- “Unavailable” means, on a per-Region basis, any time when a problem prevents external connectivity to the Oracle Cloud Infrastructure - Database Backup Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.9 Oracle Cloud Infrastructure - Database Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Database Cloud Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88290	Oracle Database Cloud Service - Enterprise Edition - General Purpose - OCPU Per Hour
B88291	Oracle Database Cloud Service - Enterprise Edition Extreme Performance - General Purpose - OCPU Per Hour
B88292	Oracle Database Cloud Service - Enterprise Edition High Performance - General Purpose - OCPU Per Hour
B88293	Oracle Database Cloud Service - Standard Edition - General Purpose - OCPU Per Hour
B88328	Oracle Cloud Infrastructure - Database Enterprise Edition - Additional Capacity - OCPU Per Hour
B88329	Oracle Cloud Infrastructure - Database Enterprise Edition High Performance - Additional Capacity - OCPU Per Hour
B88330	Oracle Cloud Infrastructure - Database Enterprise Edition Extreme Performance - Additional Capacity - OCPU Per Hour
B88331	Oracle Cloud Infrastructure - Database Standard Edition - Additional Capacity - OCPU Per Hour
B88404	Oracle Database Cloud Service - All Editions - BYOL - OCPU Per Hour
B88846	Oracle Cloud Infrastructure - Database All Editions - Additional Capacity - BYOL - OCPU Per Hour

SKU	CLOUD SERVICE
B90569	Oracle Cloud Infrastructure - Database Cloud Service - Standard Edition - OCPU Per Hour
B90570	Oracle Cloud Infrastructure - Database Cloud Service - Enterprise Edition - OCPU Per Hour
B90571	Oracle Cloud Infrastructure - Database Cloud Service - Enterprise Edition High Performance - OCPU Per Hour
B90572	Oracle Cloud Infrastructure - Database Cloud Service - Enterprise Edition Extreme Performance - OCPU Per Hour
B90573	Oracle Cloud Infrastructure - Database Cloud Service - All Editions - BYOL - OCPU Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Database Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Database Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Database Cloud Services with the SKUs listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Database Cloud Service was Unavailable (as defined below).
- “Unavailable” means, on a per-Availability Domain basis, any time when: (i) no virtual machine (or, where applicable, none of the virtual machines in a Real Application Cluster (RAC) configuration) of the applicable Oracle Cloud Infrastructure - Database Cloud Service is able to receive a network connection from an application or a user, and (ii) no I/O operation can be issued to the block storage of the applicable Oracle Cloud Infrastructure - Database Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.10 Oracle Cloud Infrastructure - Database Exadata

The service level agreement described below for the Oracle Cloud Infrastructure - Database Exadata Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B87866	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - Metered - Hosted Environment Per Month
B87867	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - Metered
B87868	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - Metered
B87869	Oracle Cloud Infrastructure - Database Exadata Additional OCPU's - X6 - Metered
B87870	Oracle Cloud Infrastructure - Database Exadata Additional OCPU's - X6 - Metered
B87871	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - Non-metered
B87872	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - Non-metered
B87873	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - Non-metered
B87874	Oracle Cloud Infrastructure - Database Exadata Additional OCPU's - X6 - Non-metered

SKU	CLOUD SERVICE
B88592	Oracle Cloud Infrastructure - Database Exadata OCPU - OCPU Per Hour
B88593	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - Hosted Environment Per Hour
B88594	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - Hosted Environment Per Hour
B88595	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - Hosted Environment Per Hour
B88847	Oracle Cloud Infrastructure - Database Exadata OCPU - BYOL - OCPU Per Hour
B88854	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - BYOL - Hosted Environment Per Hour
B88855	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - BYOL - Hosted Environment Per Hour
B88856	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - BYOL - Hosted Environment Per Hour
B89999	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack - X7 - Hosted Environment Per Hour
B90000	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Half Rack - X7 - Hosted Environment Per Hour
B90001	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Full Rack - X7 - Hosted Environment Per Hour
B90777	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Base System - Hosted Environment Per Hour
B91535	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack - X8 - Hosted Environment Per Hour
B91536	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Half Rack - X8 - Hosted Environment Per Hour
B91537	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Full Rack - X8 - Hosted Environment Per Hour
B92380	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack - X8M
B92381	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Database Server - X8M
B92382	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Storage Server - X8M

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Database Exadata Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.95% during any during any calendar month (the "Service Commitment"). In the event an Oracle Cloud Infrastructure - Database Exadata Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Database Exadata Services with the SKUs listed above, the following shall apply:

- "Monthly Uptime Percentage" is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Database Exadata Service was Unavailable (as defined below).
- "Unavailable" means any time when (i) none of the database compute servers of the applicable Oracle Cloud Infrastructure - Database Exadata Service are able to receive a network connection from internal operations health monitoring systems, or (ii) no I/O operations can be issued to the Exadata Storage subsystem of the applicable

Oracle Cloud Infrastructure - Database Exadata Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.11 Oracle Cloud Infrastructure - Database - Dense I/O

The service level agreement described below for the Oracle Cloud Infrastructure - Database - Dense I/O Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88332	Oracle Cloud Infrastructure - Database Enterprise Edition - Dense I/O - Hosted Environment Per Hour
B88333	Oracle Cloud Infrastructure - Database Enterprise Edition Extreme Performance - Dense I/O - Hosted Environment Per Hour
B88334	Oracle Cloud Infrastructure - Database Enterprise Edition High Performance - Dense I/O - Hosted Environment Per Hour
B88335	Oracle Cloud Infrastructure - Database Standard Edition - Dense I/O - Hosted Environment Per Hour
B89621	Oracle Cloud Infrastructure - Database Standard Edition - Dense I/O - X7 - Hosted Environment Per Hour
B89622	Oracle Cloud Infrastructure - Database Enterprise Edition - Dense I/O - X7 - Hosted Environment Per Hour
B89623	Oracle Cloud Infrastructure - Database Enterprise Edition High Performance - Dense I/O - X7 - Hosted Environment Per Hour
B89624	Oracle Cloud Infrastructure - Database Enterprise Edition Extreme Performance - Dense I/O - X7 - Hosted Environment Per Hour
B89625	Oracle Cloud Infrastructure - Database All Editions - Dense I/O - X7 - BYOL - Hosted Environment Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Database - Dense I/O Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Database - Dense I/O Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Database - Dense I/O Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Database - Dense I/O Service was Unavailable (as defined below).
- "Unavailable" means, on a per Availability Domain basis, any time when: (i) the bare metal server of the applicable Oracle Cloud Infrastructure - Database - Dense I/O Service is not able to receive a network connection from an application or a user, and (ii) no I/O operation can be issued to the flash storage of the applicable Oracle Cloud Infrastructure - Database - Dense I/O Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.12 Oracle Cloud Infrastructure - Data Integrator Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Data Integrator Cloud Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88299	Oracle Data Integrator Cloud Service - OCPU Per Hour
B88406	Oracle Data Integrator Cloud Service - BYOL - OCPU Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Data Integrator Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Data Integrator Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Data Integrator Cloud Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Data Integrator Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Oracle Cloud Infrastructure - Data Integrator Cloud Service prevents data integration tasks from execution. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.13 Oracle Cloud Infrastructure - Data Safe

The service level agreement described below for the Oracle Cloud Infrastructure - Data Safe Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B91631	Oracle Cloud Infrastructure - Data Safe for Database Cloud Service - Audit Record Collection Over 1 Million Records - 10,000 Audit Records Per Target Per Month
B91632	Oracle Cloud Infrastructure - Data Safe for Database Cloud Service - Each

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Data Safe Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Data Safe Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Data Safe Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Data Safe Service was Unavailable (as defined below).
- “Unavailable” means, on a per-Region basis, any time when a problem with the applicable Oracle Cloud Infrastructure - Data Safe Service prevents external connectivity to any of Your instances of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.14 Oracle Cloud Infrastructure - Digital Assistant

The service level agreement described below for the Oracle Cloud Infrastructure - Digital Assistant Service (the “Service Level Agreement”) applies to the following SKU:

SKU	CLOUD SERVICE
B90260	Oracle Digital Assistant Cloud Service - Request

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Digital Assistant Services listed above available with the following Monthly Uptime Percentage (as defined below) during any calendar month as follows (the “Services Commitment”): (i) for the Production shape of the Cloud Services, at least 99.9%, and (ii) for the Development shape of the Cloud Services, at least 99.5%. In the event the Oracle Cloud Infrastructure - Digital Assistant Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows based on Your selection for such Cloud Service as production or development shape during its provisioning:

Monthly Uptime Percentage for Production Shape	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%
Monthly Uptime Percentage for Development Shape	Service Credit Percentage
Less than 99.5% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Digital Assistant Service listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Digital Assistant Service was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Oracle Cloud Infrastructure - Digital Assistant Service prevents external connectivity to any of Your instances of such Cloud Service or no HTTP operations of such Cloud Service resulted in a success code. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.15 Oracle Cloud Infrastructure - DNS

The service level agreement described below for the Oracle Cloud Infrastructure - DNS Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88525	Oracle Cloud Infrastructure - DNS - 1,000,000 Queries
B90327	Oracle Cloud Infrastructure - DNS Traffic Management - 1,000,000 DNS Traffic Management Queries

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - DNS Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.99% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - DNS Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but equal to or greater than 99.5%	25%

Less than 99.5% but equal to or greater than 95.0%	50%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - DNS Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - DNS Service was Unavailable (as defined below).
- “Oracle DNS Nameserver” is a group of Oracle controlled systems (servers, hardware, and associated software) that are responsible for responding to DNS queries in Oracle’s provision of Oracle Cloud Infrastructure - DNS Services.
- “Unavailable” means any time when Oracle DNS Nameserver of the applicable Oracle Cloud Infrastructure - DNS Service fails to respond to DNS queries. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.16 Oracle Cloud Infrastructure - Email Delivery

The service level agreement described below for the Oracle Cloud Infrastructure - Email Delivery Service (the “Service Level Agreement”) applies to the following SKU:

SKU	CLOUD SERVICE
B88523	Oracle Cloud Infrastructure - Email Delivery - 1,000 Emails Sent

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Email Delivery Service listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event the Oracle Cloud Infrastructure - Email Delivery Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Email Delivery Service listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the Oracle Cloud Infrastructure - Email Delivery Service was Unavailable (as defined below).
- “Oracle SMTP Endpoint” is the publicly available endpoint of the Oracle Cloud Infrastructure - Email Delivery Service where You send Your mail.
- “Unavailable” means, on a per-Region basis, any time when the Oracle SMTP Endpoint of the applicable Oracle Cloud Infrastructure - Email Delivery Services is not able to accept email from You for at least a continuous minute. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.17 Oracle Cloud Infrastructure - FastConnect

The service level agreement described below for the Oracle Cloud Infrastructure - FastConnect Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88325	Oracle Cloud Infrastructure - FastConnect 1 Gbps - Port Hour

SKU	CLOUD SERVICE
B88326	Oracle Cloud Infrastructure - FastConnect 10 Gbps - Port Hour
B87894	Oracle Network Cloud Service - FastConnect - Port Speed 1Gbps - Non-Metered - Hosted Environment
B87895	Oracle Network Cloud Service - FastConnect - Port Speed 10Gbps - Non-Metered - Hosted Environment
B93126	Oracle Cloud Infrastructure - FastConnect 100Gbps - Port Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - FastConnect Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - FastConnect Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - FastConnect Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the Unavailable Percentage (as defined below) during the calendar month for the applicable Virtual Connection (as defined below).
- “Virtual Connection” means a logical representation of connectivity offered through the applicable Oracle Cloud Infrastructure - FastConnect Service between Your premises and Oracle through an exchange provider or a network service provider, where such connectivity does not traverse the public internet.
- “Unavailable Percentage” means the percentage value corresponding to: (i) the total number of minutes in a calendar month when all Your attempts to establish Internet Protocol (IP) connectivity in the point of ingress at Oracle’s dynamic routing gateway (DRG) associated with such Virtual Connection fail, divided by (ii) the total number of minutes in such calendar month. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.18 Oracle Cloud Infrastructure - File Storage

The service level agreement described below for the Oracle Cloud Infrastructure - File Storage Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B89057	Oracle Cloud Infrastructure - File Storage - Gigabyte Storage Capacity per Month
B89336	Oracle Cloud Infrastructure - File Storage - Metered - Gigabyte Storage Capacity per Month
B89439	Oracle Cloud Infrastructure Service - File Storage

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - File Storage Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - File Storage Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%

Less than 95.0%

100%

For the purposes of the Oracle Cloud Infrastructure - File Storage Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - File Storage Service was Unavailable (as defined below).
- "NFS request" means a request over Network File System protocol for remote access to the shared file systems across a computer network.

“Unavailability” means, on a per-Availability Domain basis, any time when the file system in the applicable Oracle Cloud Infrastructure - File Storage Service cannot process any NFS request when there are NFS requests queued. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.19 Oracle Cloud Infrastructure - GoldenGate

The service level agreement described below for the Oracle Cloud Infrastructure - GoldenGate Services applies to the following SKUs:

SKU	CLOUD SERVICE
B92992	Oracle Cloud Infrastructure - GoldenGate
B92993	Oracle Cloud Infrastructure – GoldenGate - BYOL

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - GoldenGate Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.95%, during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - GoldenGate Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits (for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:Monthly Uptime Percentage

Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - GoldenGate Services listed above, the following shall

apply:

- "GoldenGate Connection" is a direct connection established from any tool or application to the Oracle Cloud Infrastructure - GoldenGate Service using Oracle network services.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - GoldenGate Service was in the state of “Unavailable” (as defined below).
- “Unavailable” means a minute period when (i) no GoldenGate Connection is or can be established and (ii) all continuous attempts (at least five) to establish a GoldenGate Connection fail. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.20 Oracle Cloud Infrastructure - Functions

The service level agreement described below for the Oracle Cloud Infrastructure - Functions Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B90617	Oracle Functions - Execution Time - 10,000 Gigabyte Memory-Seconds
B90618	Oracle Functions - Invocations - 1,000,000 Function Invocations

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Functions Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.5% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Functions Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.5% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Functions Services listed above, the following shall apply:

- “Function invocation request” means a request received from a client to execute a single function.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average Function Error Rate (as defined below) of all five-minute intervals during the applicable calendar month.
- “Function Error Rate” means on a per-Region basis, the percentage value corresponding to: (i) the total number of function invocation requests made to the applicable Oracle Cloud Infrastructure - Functions Service that failed with an error code of “500” or “503” in a five-minute period during a calendar month divided by, (ii) the total number of function invocation requests to such Oracle Cloud Infrastructure - Functions Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.21 Oracle Cloud Infrastructure - Health Checks

The service level agreement described below for the Oracle Cloud Infrastructure - Health Checks Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B90323	Oracle Cloud Infrastructure - Health Checks - Basic - Endpoints Per Month
B90325	Oracle Cloud Infrastructure - Health Checks - Premium - Endpoints Per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Health Checks Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.99% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Health Checks Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but equal to or greater than 99.5%	25%
Less than 99.5% but equal to or greater than 95.0%	50%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Health Checks Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Health Checks Service was Unavailable (as defined below).

- “Unavailable” means the time when none of the requests from the applicable Oracle Cloud Infrastructure - Health Checks Service to the target service including hosted websites, API endpoints, or externally facing load balancers reports results. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.22 Oracle Cloud Infrastructure - Integration Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Integration Cloud Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B89639	Oracle Integration Cloud Service - Standard - 5K Messages Per Hour
B89640	Oracle Integration Cloud Service - Enterprise - 5K Messages Per Hour
B89643	Oracle Integration Cloud Service - Standard - BYOL - 20K Messages Per Hour
B89644	Oracle Integration Cloud Service - Enterprise - BYOL - 20K Messages Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Integration Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Integration Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Integration Cloud Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Integration Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Oracle Cloud Infrastructure - Integration Cloud Service prevents external connectivity to any of Your instances of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.23 Oracle Cloud Infrastructure - Java Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Java Cloud Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88287	Oracle Java Cloud Service - Enterprise - OCPU Per Hour
B88288	Oracle Java Cloud Service - Standard - OCPU Per Hour
B88289	Oracle Java Cloud Service - High Performance - OCPU Per Hour
B88399	Oracle Java Cloud Service - Enterprise - BYOL - OCPU Per Hour
B88400	Oracle Java Cloud Service - High Performance - BYOL - OCPU Per Hour
B88844	Oracle Java Cloud Service - Standard - BYOL - OCPU Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Java Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Java Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Java Cloud Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Java Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Oracle Cloud Infrastructure - Java Cloud Service prevents external connectivity to any of Your instances of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.24 Oracle Cloud Infrastructure - Load Balancer

The service level agreement described below for the Oracle Cloud Infrastructure - Load Balancer Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88319	Oracle Cloud Infrastructure - 100 Mbps Load Balancer - Load Balancer Hour
B88320	Oracle Cloud Infrastructure - 400 Mbps Load Balancer - Load Balancer Hour
B88321	Oracle Cloud Infrastructure - 8000 Mbps Load Balancer - Load Balancer Hour
B92601	Oracle Cloud Infrastructure - Load Balancer Base - Load Balancer Hour
B92602	Oracle Cloud Infrastructure - Load Balancer Bandwidth - Mbps per Hour
B93030	Oracle Cloud Infrastructure - Load Balancer Base - Load Balancer Hour
B93031	Oracle Cloud Infrastructure - Load Balancer Bandwidth - Mbps Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Load Balancer Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.99% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Load Balancer Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but equal to or greater than 99.9%	10%
Less than 99.9% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Load Balancer Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Load Balancer Service was Unavailable (as defined below).

- “Unavailable” means any time when the applicable Oracle Cloud Infrastructure - Load Balancer Service has at least one working backend server, and all attempts to connect to such Cloud Service are unsuccessful. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.25 Oracle Cloud Infrastructure - Mobile Hub

The service level agreement described below for the Oracle Cloud Infrastructure - Mobile Hub Service (the “Service Level Agreement”) applies to the following SKU:

SKU	CLOUD SERVICE
B90304	Oracle Mobile Hub Cloud Service - Request

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Mobile Hub Service listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.95% during any calendar month (the “Service Commitment”). In the event the Oracle Cloud Infrastructure - Mobile Hub Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Mobile Hub Service listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Mobile Hub Service was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Oracle Cloud Infrastructure - Mobile Hub Service prevents external connectivity to any of Your instances of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.26 Oracle Cloud Infrastructure - Monitoring

The service level agreement described below for the Oracle Cloud Infrastructure - Monitoring Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B90925	Oracle Cloud Infrastructure - Monitoring - Ingestion - Million Datapoints
B90926	Oracle Cloud Infrastructure - Monitoring - Retrieval - Million Datapoints

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Monitoring Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Monitoring Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Monitoring Services listed above, the following shall apply:

- "Alarm Error Rate" means, the percentage value corresponding to: (i) the total number of alarms in the applicable Oracle Cloud Infrastructure - Monitoring Service that failed to correctly execute in a five-minute period during a calendar month divided by, (ii) the total number of alarms processed by such Oracle Cloud Infrastructure - Monitoring Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- "API Error Rate" means, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Monitoring Service with an error status of "5xx" in a five-minute period during a calendar month divided by, (ii) the total number of API requests to such Oracle Cloud Infrastructure - Monitoring Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- "Monthly Uptime Percentage" is calculated on a per-Region basis by subtracting from 100%, the amount equal to (i) the average of the API Error Rate in each five-minute period during the applicable calendar month and then subtracting from such result (ii) the average of the Alarm Error Rate in each five-minute period during such calendar month.

2.7.1.6.27 Oracle Cloud Infrastructure - NoSQL Database Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - NoSQL Database Cloud Services (the "Service Level Agreement") applies to the following SKUs:

SKU	CLOUD SERVICE
B89737	Oracle NoSQL Database Cloud Service - Write - Write Unit Per Month
B89738	Oracle NoSQL Database Cloud Service - Read - Read Unit Per Month
B89739	Oracle NoSQL Database Cloud Service - Storage - Gigabyte Storage Capacity Per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - NoSQL Database Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.995% during any calendar month (the "Service Commitment"). In the event an Oracle Cloud Infrastructure - NoSQL Database Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.995% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - NoSQL Database Cloud Services listed above, the following shall apply:

- "Monthly Uptime Percentage" is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - NoSQL Database Cloud Service was Unavailable (as defined below).
- "Unavailable" means, on a per-Region basis, any time when the applicable Oracle Cloud Infrastructure - NoSQL Database Cloud Service has no external connectivity. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.28 Oracle Cloud Infrastructure - Notifications

The service level agreement described below for the Oracle Cloud Infrastructure - Notifications Services (the "Service Level Agreement") applies to the following SKUs:

SKU	CLOUD SERVICE
B90940	Oracle Cloud Infrastructure - Notifications - HTTPS Delivery - Million Delivery Operations

SKU	CLOUD SERVICE
B90941	Oracle Cloud Infrastructure - Notifications - Email Delivery - 1,000 Emails Sent
B93004	Oracle Cloud Infrastructure - Notifications - SMS Outbound to Country Zone 1 - 1 SMS Message Sent
B93005	Oracle Cloud Infrastructure - Notifications - SMS Outbound to Country Zone 2 - 1 SMS Message Sent
B93006	Oracle Cloud Infrastructure - Notifications - SMS Outbound to Country Zone 3 - 1 SMS Message Sent
B93007	Oracle Cloud Infrastructure - Notifications - SMS Outbound to Country Zone 4 - 1 SMS Message Sent
B93008	Oracle Cloud Infrastructure - Notifications - SMS Outbound to Country Zone 5 - 1 SMS Message Sent

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Notifications Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Notifications Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Notifications Services listed above, the following shall apply:

- “API Error Rate” means, on a per-Region basis, the percentage value corresponding to: (i) the total number of requests made to the applicable Oracle Cloud Infrastructure - Notifications Service that returns an error code of “500” or “503” in a five-minute period during a calendar month divided by, (ii) the total number of requests to such Oracle Cloud Infrastructure - Notifications Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion and any of the following:
 - Messages that were published to a topic but failed to be delivered,
 - Delivery to third-party endpoints such as PagerDuty & Slack, and/or
 - Delivery to first-party endpoints such as Email and Functions.
 - Delivery to SMS Endpoints.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.6.29 Oracle Cloud Infrastructure - Object Storage

The service level agreement described below for the Oracle Cloud Infrastructure - Object Storage Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88323	Oracle Cloud Infrastructure - Object Storage - Requests - 10,000 Requests per Month
B88324	Oracle Cloud Infrastructure - Object Storage - Storage - Gigabyte Storage Capacity per Month
B91627	Oracle Cloud Infrastructure - Object Storage - Requests - 10,000 Requests per Month
B91628	Oracle Cloud Infrastructure - Object Storage - Storage - Gigabyte Storage Capacity per Month
B91633	Oracle Cloud Infrastructure - Archive Storage - Gigabyte Storage Capacity per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Object Storage Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Object Storage Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Object Storage Services listed above, the following shall apply:

- “API Error Rate” means, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Object Storage Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of API requests to such Oracle Cloud Infrastructure - Object Storage Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.6.30 Oracle Cloud Infrastructure - Oracle Content and Experience Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Oracle Content and Experience Cloud Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B92637	Oracle Content and Experience Cloud Service - BYOL - 5,000 Assets Per Month
B91210	Oracle Content and Experience Cloud Service - 5,000 Assets Per Month - 5000 Assets Per Month
B91211	Oracle Content and Experience Cloud Service - Outbound Data Transfer - Gigabyte Outbound Data Transfer Per Month
B92217	Oracle Content and Experience Cloud Service - Advanced Video Management - 250 Video Assets per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure -Oracle Content and Experience Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Oracle Content and Experience Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	30%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure -Oracle Content and Experience Cloud Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Oracle Content and Experience Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when the applicable Oracle Cloud Infrastructure - Oracle Content and Experience Cloud Service cannot be accessed either by the (i) Oracle Content and Experience web user interface, or (ii) Oracle Content and Experience REST APIs. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.31 Oracle Cloud Infrastructure - Outbound Data Transfer

The service level agreement described below for the Oracle Cloud Infrastructure - Outbound Data Transfer Service (the “Service Level Agreement”) applies to the following SKU:

SKU	CLOUD SERVICE
B88327	Oracle Cloud Infrastructure - Outbound Data Transfer - Gigabyte Outbound Data Transfer per month
B93455	Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in APAC, Japan, and South America - Gigabyte Outbound Data Transfer Per Month
B93456	Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in Middle East and Africa - Gigabyte Outbound Data Transfer Per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Outbound Data Transfer Service listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.5% during any calendar month (the “Service Commitment”). In the event the Oracle Cloud Infrastructure - Outbound Data Transfer Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.5% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Outbound Data Transfer Service listed above, the following shall apply:

“Internet Gateway” means the virtual router You attach to Your Virtual Cloud Network (VCN) to enable direct connectivity to the Internet.

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the Internet Gateway is Unavailable (as defined below).
- “Unavailable” means, on a per Availability Domain basis, mean any time when You are not able to pass traffic through the Internet Gateway of the applicable Oracle Cloud Infrastructure - Outbound Data Transfer Services. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.32 Oracle Cloud Infrastructure - SOA Suite Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - SOA Suite Cloud Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88160	Oracle SOA Suite Cloud Service - B2B Adapter for EDI - OCPU per Hour
B88407	Oracle SOA Suite Cloud Service - BYOL - OCPU Per Hour
B88460	Oracle SOA Suite Cloud Service - OCPU Per Hour
B92450	Oracle SOA Suite for Oracle Cloud Infrastructure - OCPU per Hour
B92451	Oracle SOA Suite for Oracle Cloud Infrastructure - with B2B Adapter for EDI - OCPU per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - SOA Suite Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - SOA Suite Cloud Service listed above does not meet the Service

Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - SOA Suite Cloud Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - SOA Suite Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Oracle Cloud Infrastructure - SOA Suite Cloud Service prevents external connectivity to any of Your instances of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.33 Oracle Cloud Infrastructure - Streaming

The service level agreement described below for the Oracle Cloud Infrastructure - Streaming Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B90938	Oracle Cloud Infrastructure - Streaming - PUT or GET - Gigabytes of Data Transferred
B90939	Oracle Cloud Infrastructure - Streaming - Storage - Gigabytes Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Streaming Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Streaming Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Streaming Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the Unavailable Percentage (as defined below) in the calendar month for the applicable Oracle Cloud Infrastructure - Streaming Service.
- “Unavailable Percentage” means, on a per-Region basis, the percentage value corresponding to: (i) the total number of minutes in a calendar month that exceeds five minutes between (a) when there is an attempt to send or receive a message or to perform other operations on the applicable Oracle Cloud Infrastructure - Streaming Service and (b) there is a success code delivered for that action divided by (ii) the number of minutes in such calendar month. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.34 Oracle Cloud Infrastructure - Vault

The service level agreement described below for the Oracle Cloud Infrastructure - Vault Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B90328	Oracle Cloud Infrastructure - Key Management - Virtual Private Vault Per Hour

SKU	CLOUD SERVICE
B92092	Oracle Cloud Infrastructure - KMS Vault - Key Versions - Key Version per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Vault Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Vault Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Vault Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Vault Service was Unavailable (as defined below).
- “Unavailable” means any time when all the valid invocations of an endpoint of the applicable Oracle Cloud Infrastructure - Vault Service do not successfully perform any encrypt, decrypt or generate data encryption key operations. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.35 Oracle Cloud Infrastructure - Visual Builder Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Visual Builder Cloud Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B89646	Oracle Visual Builder Cloud Service - OCPU Per Hour
B90203	Oracle Visual Builder Studio - Additional Storage - Gigabyte Storage Capacity Per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Visual Builder Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Visual Builder Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Visual Builder Cloud Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Visual Builder Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Oracle Cloud Infrastructure - Visual Builder Cloud Service prevents external connectivity to any of Your instances of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.36 Oracle Cloud Infrastructure - Web Application Firewall

The service level agreement described below for the Oracle Cloud Infrastructure - Web Application Firewall Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B90329	Oracle Cloud Infrastructure - Web Application Firewall - Requests - 1,000,000 Incoming Requests
B90330	Oracle Cloud Infrastructure - Web Application Firewall - Good Traffic - Gigabyte Of Good Traffic
B90332	Oracle Cloud Infrastructure - Web Application Firewall - Bot Management - 1,000,000 Incoming Requests

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Web Application Firewall Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.99% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Web Application Firewall Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Web Application Firewall Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Web Application Firewall Service was Unavailable (as defined below).
- “Unavailable” means, on a per-Region basis, any time when the Oracle Cloud Infrastructure - Web Application Firewall Service is not able to receive HTTP/S requests according to the configured Web Application Firewall settings. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.7 Control Plane Service Level Agreements

2.7.1.7.1 Oracle Cloud Infrastructure - API Platform

The service level agreement described below for the Oracle Cloud Infrastructure - API Platform Service (the “Service Level Agreement”) applies to the following SKU:

SKU	CLOUD SERVICE
B89652	Oracle API Platform Cloud Service - Gateway Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - API Platform Service listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.95% during any calendar month (the “Service Commitment”). In the event the Oracle Cloud Infrastructure - API Platform Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - API Platform Service listed above, the following shall apply:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - API Platform Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure - API Platform Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.2 Oracle Cloud Infrastructure - Big Data Service

The service level agreement described below for the Oracle Cloud Infrastructure - Big Data Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B91121	Oracle Cloud SQL - Compute Capacity
B91128	Oracle Big Data Service - Compute - Standard - OCPU Per Hour
B91129	Oracle Big Data Service - Compute - Dense I/O - OCPU Per Hour
B91130	Oracle Big Data Service - Compute - HPC - OCPU Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Big Data Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Big Data Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Big Data Services listed above, the following shall apply:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Big Data Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure - Big Data Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.3 Oracle Cloud Infrastructure - Big Data - Compute Edition

The service level agreement described below for the Oracle Cloud Infrastructure - Big Data - Compute Edition Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88306	Oracle Big Data Cloud Service - Compute Edition - High Performance Storage Capacity - Gigabyte Storage Capacity Per Month
B88307	Oracle Big Data Cloud Enterprise - Compute Capacity - OCPU Per Hour

SKU	CLOUD SERVICE
B88308	Oracle Big Data Cloud Service - Compute Edition - Storage Capacity - Gigabyte Storage Capacity Per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Big Data - Compute Edition Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Big Data - Compute Edition Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Big Data - Compute Edition Services listed above, the following shall apply:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Big Data - Compute Edition Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure - Big Data - Compute Edition Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.4 Oracle Cloud Infrastructure - Blockchain Platform Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Blockchain Platform Cloud Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B92302	Oracle Cloud Infrastructure - Blockchain Platform Cloud Service - Standard - OCPU per hour
B92303	Oracle Cloud Infrastructure - Blockchain Platform Cloud Service - Enterprise - OCPU per hour
B92304	Oracle Cloud Infrastructure - Blockchain Platform Cloud Service - Storage - TB Storage Capacity per month
B92305	Oracle Cloud Infrastructure - Blockchain Platform Cloud Service - Enterprise - BYOL - OCPU per hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Blockchain Platform Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Blockchain Platform Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Blockchain Platform Cloud Services listed above, the following shall apply:

- “Control Plane API Error Rate” means on per-Region basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Blockchain Platform Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure - Blockchain Platform Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.5 Oracle Cloud Infrastructure - Block Volume

The service level agreement described below for the Oracle Cloud Infrastructure - Block Volume Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88322	Oracle Cloud Infrastructure - Block Volume - Gigabyte Storage Capacity per Month
B91961	Oracle Cloud Infrastructure - Block Volume Storage - Gigabyte Storage Capacity Per Month
B91962	Oracle Cloud Infrastructure - Block Volume Performance - Performance Units Per Gigabyte Per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Block Volume Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Block Volume Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Block Volume Services listed above, the following shall apply:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Block Volume Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure - Block Volume Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.6 Oracle Cloud Infrastructure - Compute

The service level agreement described below for the Oracle Cloud Infrastructure - Compute Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88313	Oracle Cloud Infrastructure - Compute - Bare Metal Dense I/O - X5 - OCPU Per Hour
B88314	Oracle Cloud Infrastructure - Compute - Bare Metal High I/O - X5 - OCPU Per Hour
B88315	Oracle Cloud Infrastructure - Compute - Bare Metal Standard - X5 - OCPU Per Hour
B88316	Oracle Cloud Infrastructure - Compute - Virtual Machine Dense I/O - X5 - OCPU Per Hour

SKU	CLOUD SERVICE
B88317	Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - X5 - OCPU Per Hour
B88318	Oracle Cloud Infrastructure - Compute - Windows OS - OCPU Per Hour
B88513	Oracle Cloud Infrastructure - Compute - Bare Metal Standard - X7 - OCPU Per Hour
B88514	Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - X7 - OCPU Per Hour
B88515	Oracle Cloud Infrastructure - Compute - Bare Metal Dense I/O - X7 - OCPU Per Hour
B88516	Oracle Cloud Infrastructure - Compute - Virtual Machine Dense I/O - X7 - OCPU Per Hour
B88517	Oracle Cloud Infrastructure - Compute - Bare Metal GPU Standard - X7 - GPU Per Hour
B88518	Oracle Cloud Infrastructure - Compute - Virtual Machine GPU Standard - X7 - GPU Per Hour
B89734	Oracle Cloud Infrastructure - Compute - GPU Standard - V2 - GPU Per Hour
B90398	Oracle Cloud Infrastructure - Compute - HPC - X7 - OCPU Per Hour
B90425	Oracle Cloud Infrastructure - Compute - Standard - E2 - OCPU Per Hour
B91119	Oracle Cloud Infrastructure - Compute - Bare Metal Standard - B1 - OCPU Per Hour
B91120	Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - B1 - OCPU Per Hour
B91372	Oracle Cloud Infrastructure - Compute - Microsoft SQL Enterprise - OCPU Per Hour
B91373	Oracle Cloud Infrastructure - Compute - Microsoft SQL Standard - OCPU Per Hour
B92306	Oracle Cloud Infrastructure - Compute - Standard E3 OCPU
B92307	Oracle Cloud Infrastructure - Compute - Standard E3 Memory
B93113	Oracle Cloud Infrastructure - Compute - Standard - E4 OCPU Per Hour
B93114	Oracle Cloud Infrastructure - Compute - Standard - E4 - Memory - Gigabyte Per Hour
B93311	Oracle Cloud Infrastructure - Compute - Optimized - X9 - OCPU Per Hour
B93312	Oracle Cloud Infrastructure - Compute - Optimized - X9 - Memory - Gigabyte Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Compute Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Compute Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Compute Services listed above, the following shall apply:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Compute Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure - Compute Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.7 Oracle Cloud Infrastructure - Database Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Database Cloud Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88290	Oracle Database Cloud Service - Enterprise Edition - General Purpose - OCPU Per Hour
B88291	Oracle Database Cloud Service - Enterprise Edition Extreme Performance - General Purpose - OCPU Per Hour
B88292	Oracle Database Cloud Service - Enterprise Edition High Performance - General Purpose - OCPU Per Hour
B88293	Oracle Database Cloud Service - Standard Edition - General Purpose - OCPU Per Hour
B88328	Oracle Cloud Infrastructure - Database Enterprise Edition - Additional Capacity - OCPU Per Hour
B88329	Oracle Cloud Infrastructure - Database Enterprise Edition High Performance - Additional Capacity - OCPU Per Hour
B88330	Oracle Cloud Infrastructure - Database Enterprise Edition Extreme Performance - Additional Capacity - OCPU Per Hour
B88331	Oracle Cloud Infrastructure - Database Standard Edition - Additional Capacity - OCPU Per Hour
B88404	Oracle Database Cloud Service - All Editions - BYOL - OCPU Per Hour
B88846	Oracle Cloud Infrastructure - Database All Editions - Additional Capacity - BYOL - OCPU Per Hour
B90569	Oracle Cloud Infrastructure - Database Cloud Service - Standard Edition - OCPU Per Hour
B90570	Oracle Cloud Infrastructure - Database Cloud Service - Enterprise Edition - OCPU Per Hour
B90571	Oracle Cloud Infrastructure - Database Cloud Service - Enterprise Edition High Performance - OCPU Per Hour
B90572	Oracle Cloud Infrastructure - Database Cloud Service - Enterprise Edition Extreme Performance - OCPU Per Hour
B90573	Oracle Cloud Infrastructure - Database Cloud Service - All Editions - BYOL - OCPU Per Hour

Oracle will use commercially reasonable efforts to the Oracle Cloud Infrastructure - Database Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Database Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Database Cloud Services listed above, the following shall apply:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure – Database Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure - Database Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.8 Oracle Cloud Infrastructure - Database Exadata

The service level agreement described below for the Oracle Cloud Infrastructure - Database Exadata Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B87866	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - Metered - Hosted Environment Per Month
B87867	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - Metered
B87868	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - Metered
B87869	Oracle Cloud Infrastructure - Database Exadata Additional OCPU's - X6 - Metered
B87870	Oracle Cloud Infrastructure - Database Exadata Additional OCPU's - X6 - Metered
B87871	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - Non-metered
B87872	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - Non-metered
B87873	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - Non-metered
B87874	Oracle Cloud Infrastructure - Database Exadata Additional OCPU's - X6 - Non-metered
B88592	Oracle Cloud Infrastructure - Database Exadata OCPU - OCPU Per Hour
B88593	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - Hosted Environment Per Hour
B88594	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - Hosted Environment Per Hour
B88595	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - Hosted Environment Per Hour
B88847	Oracle Cloud Infrastructure - Database Exadata OCPU - BYOL - OCPU Per Hour
B88854	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - BYOL - Hosted Environment Per Hour
B88855	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - BYOL - Hosted Environment Per Hour
B88856	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - BYOL - Hosted Environment Per Hour
B89999	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack - X7 - Hosted Environment Per Hour
B90000	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Half Rack - X7 - Hosted Environment Per Hour
B90001	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Full Rack - X7 - Hosted Environment Per Hour
B90777	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Base System - Hosted Environment Per Hour
B91535	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack - X8 - Hosted Environment Per Hour
B91536	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Half Rack - X8 - Hosted Environment Per Hour
B91537	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Full Rack - X8 - Hosted Environment Per Hour
B92380	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack - X8M
B92381	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Database Server - X8M
B92382	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Storage Server - X8M

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Database Exadata Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.95% during any monthly billing cycle (the "Service Commitment"). In the event an Oracle Cloud Infrastructure - Database Exadata Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Database Exadata Services listed above, the following shall apply:

- "Control Plane API Error Rate" means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Database Exadata Service with an error status of "Internal Service Error" or "Service Unavailable" in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure - Database Exadata Service in such five minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- "Monthly Uptime Percentage" is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.9 Oracle Cloud Infrastructure - Database - Dense I/O

The service level agreement described below for the Oracle Cloud Infrastructure - Database - Dense I/O Services (the "Service Level Agreement") applies to the following SKUs:

SKU	CLOUD SERVICE
B88332	Oracle Cloud Infrastructure - Database Enterprise Edition - Dense I/O - Hosted Environment Per Hour
B88333	Oracle Cloud Infrastructure - Database Enterprise Edition Extreme Performance - Dense I/O - Hosted Environment Per Hour
B88334	Oracle Cloud Infrastructure - Database Enterprise Edition High Performance - Dense I/O - Hosted Environment Per Hour
B88335	Oracle Cloud Infrastructure - Database Standard Edition - Dense I/O - Hosted Environment Per Hour
B89621	Oracle Cloud Infrastructure - Database Standard Edition - Dense I/O - X7 - Hosted Environment Per Hour
B89622	Oracle Cloud Infrastructure - Database Enterprise Edition - Dense I/O - X7 - Hosted Environment Per Hour
B89623	Oracle Cloud Infrastructure - Database Enterprise Edition High Performance - Dense I/O - X7 - Hosted Environment Per Hour
B89624	Oracle Cloud Infrastructure - Database Enterprise Edition Extreme Performance - Dense I/O - X7 - Hosted Environment Per Hour
B89625	Oracle Cloud Infrastructure - Database All Editions - Dense I/O - X7 - BYOL - Hosted Environment Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Database - Dense I/O Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the "Service Commitment"). In the event an Oracle Cloud Infrastructure - Database - Dense I/O Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%

Less than 95.0%

100%

For the purposes of the Oracle Cloud Infrastructure - Database - Dense I/O Services listed above, the following shall apply:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Database - Dense I/O Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure - Database - Dense I/O Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.10 Oracle Cloud Infrastructure - Data Integration

The service level agreement described below for Oracle Cloud Infrastructure - Data Integration Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B92598	Cloud Infrastructure - Data Integration - Workspace - Workspace Usage Per Hour
B92599	Cloud Infrastructure - Data Integration - Gigabyte of Data Processed Per Hour
B93306	Oracle Cloud Infrastructure - Data Integration - Pipeline Operator Execution - Execution Hour

Oracle will use commercially reasonable efforts to have Oracle Cloud Infrastructure - Data Integration Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event Oracle Cloud Infrastructure - Data Integration Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of Oracle Cloud Infrastructure - Data Integration Services listed above, the following shall apply:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Data Integration Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure - Data Integration Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.11 Oracle Cloud Infrastructure - Data Integrator Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Data Integrator Cloud Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88299	Oracle Data Integrator Cloud Service - OCPU Per Hour

SKU	CLOUD SERVICE
B88406	Oracle Data Integrator Cloud Service - BYOL - OCPU Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Data Integrator Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Data Integrator Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Data Integrator Cloud Services listed above, the following shall apply:

- “Control Plane UI” means the interface available to You in supported internet browsers that allows You to perform provisioning, termination, and other lifecycle operations in accordance with the Service Specifications for the applicable Oracle Cloud Infrastructure - Data Integrator Cloud Service.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Data Integrator Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when You are unable to access the Control Plane UI to perform operations with the applicable Oracle Cloud Infrastructure - Data Integrator Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.7.12 Oracle Cloud Infrastructure - Data Safe

The service level agreement described below for the Oracle Cloud Infrastructure - Data Safe Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B91631	Oracle Cloud Infrastructure - Data Safe for Database Cloud Service - Audit Record Collection Over 1 Million Records - 10,000 Audit Records Per Target Per Month
B91632	Oracle Cloud Infrastructure - Data Safe for Database Cloud Service - Each
B92733	Oracle Cloud Infrastructure - Data Safe for On-Premises Databases - Target Database Per Month
B92734	Oracle Cloud Infrastructure - Data Safe for On-Premises Databases - 10,000 Audit Records Per Target Per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Data Safe Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Data Safe Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Data Safe Services listed above, the following shall apply:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Data Safe Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure - Data Safe Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.13 Oracle Cloud Infrastructure - File Storage

The service level agreement described below for the Oracle Cloud Infrastructure - File Storage Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B89057	Oracle Cloud Infrastructure - File Storage - Gigabyte Storage Capacity per Month
B89336	Oracle Cloud Infrastructure - File Storage - Metered - Gigabyte Storage Capacity per Month
B89439	Oracle Cloud Infrastructure Service - File Storage

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - File Storage Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - File Storage Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - File Storage Services listed above, the following shall apply:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - File Storage Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests to such Oracle Cloud Infrastructure - File Storage Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.14 Oracle Cloud Infrastructure - Integration Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Integration Cloud Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B89639	Oracle Integration Cloud Service - Standard - 5K Messages Per Hour
B89640	Oracle Integration Cloud Service - Enterprise - 5K Messages Per Hour
B89643	Oracle Integration Cloud Service - Standard - BYOL - 20K Messages Per Hour
B89644	Oracle Integration Cloud Service - Enterprise - BYOL - 20K Messages Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Integration Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the "Service Commitment"). In the event an Oracle Cloud Infrastructure - Integration Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Integration Cloud Services listed above, the following shall apply:

- "Control Plane API Error Rate" means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Integration Cloud Service with an error status of "Internal Service Error" or "Service Unavailable" in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure - Integration Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- "Monthly Uptime Percentage" is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.15 Oracle Cloud Infrastructure - Java Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Java Cloud Services (the "Service Level Agreement") applies to the following SKUs:

SKU	CLOUD SERVICE
B88287	Oracle Java Cloud Service - Enterprise - OCPU Per Hour
B88288	Oracle Java Cloud Service - Standard - OCPU Per Hour
B88289	Oracle Java Cloud Service - High Performance - OCPU Per Hour
B88399	Oracle Java Cloud Service - Enterprise - BYOL - OCPU Per Hour
B88400	Oracle Java Cloud Service - High Performance - BYOL - OCPU Per Hour
B88844	Oracle Java Cloud Service - Standard - BYOL - OCPU Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Java Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the "Service Commitment"). In the event an Oracle Cloud Infrastructure - Java Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Java Cloud Services listed above, the following shall apply:

- "Control Plane UI" means the interface available to You in supported internet browsers that allows You to perform provisioning, termination, and other lifecycle operations in accordance with the Service Specifications for the applicable Oracle Cloud Infrastructure - Java Cloud Service.

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Java Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when You are unable to access the Control Plane UI to perform operations with the applicable Oracle Cloud Infrastructure - Java Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.7.16 Oracle Cloud Infrastructure - MySQL Database

The service level agreement described below for the Oracle Cloud Infrastructure - MySQL Database Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B92425	Oracle Cloud Infrastructure - MySQL Database - Standard - E2 - OCPU Per Hour
B92426	Oracle Cloud Infrastructure - MySQL Database - Storage - Gigabyte Storage Capacity Per Month
B92483	Oracle Cloud Infrastructure - MySQL Database - Backup Storage - Gigabyte Storage Capacity Per Month
B92807	Oracle Cloud Infrastructure - MySQL Database - Bare Metal Standard - E2 - Node Per Hour
B92962	Oracle Cloud Infrastructure - MySQL Database - Standard - E3 - OCPU Per Hour
B92963	Oracle Cloud Infrastructure - MySQL Database - Standard - E3 - Memory - Gigabyte Per Hour
B92023	Oracle Cloud Infrastructure - MySQL HeatWave - Standard - E3 - Node Per Hour
B92024	Oracle Cloud Infrastructure - MySQL Database for HeatWave - Standard - E3 - Node Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - MySQL Database Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - MySQL Database Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - MySQL Database Services listed above, the following shall apply:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - MySQL Database Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month, divided by (ii) the total number of Control Plane API requests to such Oracle Cloud Infrastructure - MySQL Database Service during such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100 percent, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.17 Oracle Cloud Infrastructure - NoSQL Database Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - NoSQL Database Cloud Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B89737	Oracle NoSQL Database Cloud Service - Write - Write Unit Per Month
B89738	Oracle NoSQL Database Cloud Service - Read - Read Unit Per Month
B89739	Oracle NoSQL Database Cloud Service - Storage - Gigabyte Storage Capacity Per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - NoSQL Database Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.995% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - NoSQL Database Cloud Services listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.995% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - NoSQL Database Cloud Services listed above, the following shall apply:

- “Control Plane API Error Rate” means the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - NoSQL Database Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure - NoSQL Database Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.18 Oracle Cloud Infrastructure - SOA Suite Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - SOA Suite Cloud Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88160	Oracle SOA Suite Cloud Service - B2B Adapter for EDI - OCPU per Hour
B88407	Oracle SOA Suite Cloud Service - BYOL - OCPU Per Hour
B88460	Oracle SOA Suite Cloud Service - OCPU Per Hour
B92450	Oracle SOA Suite for Oracle Cloud Infrastructure - OCPU per Hour
B92451	Oracle SOA Suite for Oracle Cloud Infrastructure - with B2B Adapter for EDI - OCPU per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - SOA Suite Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - SOA Suite Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - SOA Suite Cloud Services listed above, the following shall apply:

- “Control Plane UI” means the interface available to You in supported internet browsers that allows You to perform provisioning, termination, and other lifecycle operations in accordance with the Service Specifications for the applicable Oracle Cloud Infrastructure - SOA Suite Cloud Service.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - SOA Suite Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when You are unable to access the Control Plane UI to perform operations with the applicable Oracle Cloud Infrastructure - SOA Suite Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.7.19 Oracle Cloud Infrastructure - Visual Builder Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Visual Builder Cloud Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B89646	Oracle Visual Builder Cloud Service - OCPU Per Hour
B90203	Oracle Visual Builder Studio - Additional Storage - Gigabyte Storage Capacity Per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Visual Builder Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Visual Builder Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Visual Builder Cloud Services listed above, the following shall apply:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Visual Builder Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure - Visual Builder Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.20 Oracle Cloud Infrastructure - WebLogic

The service level agreement described below for the Oracle Cloud Infrastructure - WebLogic Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B91346	Oracle WebLogic Server Enterprise Edition for Oracle Cloud Infrastructure - OCPU Per Hour
B91347	Oracle WebLogic Suite for Oracle Cloud Infrastructure - OCPU Per Hour

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - WebLogic Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the "Service Commitment"). In the event an Oracle Cloud Infrastructure - WebLogic Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - WebLogic Services listed above, the following shall apply:

- "Control Plane UI" means the interface available to You in supported internet browsers that allows You to perform provisioning, termination, and other lifecycle operations in accordance with the Service Specifications for the applicable Oracle Cloud Infrastructure - WebLogic Service.
- "Monthly Uptime Percentage" is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - WebLogic Service was Unavailable (as defined below).
- "Unavailable" means any time when You are unable to access the Control Plane UI to perform operations with the applicable Oracle Cloud Infrastructure - WebLogic Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.8 Performance Service Level Agreements

2.7.1.8.1 Oracle Cloud Infrastructure - Block Volume

The service level agreement described below for the Oracle Cloud Infrastructure - Block Volume Services (the "Service Level Agreement") applies to the following SKU:

SKU	CLOUD SERVICE
B88322	Oracle Cloud Infrastructure - Block Volume - Gigabyte Storage Capacity per Month
B91961	Oracle Cloud Infrastructure - Block Volume Storage - Gigabyte Storage Capacity Per Month
B91962	Oracle Cloud Infrastructure - Block Volume Performance - Performance Units Per Gigabyte Per Month

Oracle will use commercially reasonable efforts to deliver the performance of Block Volumes utilized in the Oracle Cloud Infrastructure - Block Volume Services listed above at a Monthly Performance Rate (as defined below) of at least 99.9% during any calendar month (the "Service Commitment"). In the event Oracle Cloud Infrastructure - Block Volume Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Performance Rate	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Block Volume Services listed above, the following shall apply:

- "Block Volume IOPS" is defined as IOPS that is measured at 4K Block Size. The Block Volume IOPS will vary with the Block Size; You should refer to the published information for the IOPS for the specified Block Size.
- "Block Volume Performance Decay Rate" means the percentage value corresponding to: (i) the total number of hours in a calendar month during which the IOPS of a single Block Volume of the applicable Oracle Cloud Infrastructure - Block Volume Service is less than 90% of the minimum Block Volume IOPS published by Oracle

divided by, (ii) the total number of hours in such calendar month. This excludes circumstances resulting directly or indirectly from any Common Exclusion and any time while a backup or snapshot is performed.

- “Monthly Performance Rate” is calculated by subtracting from 100%, the Block Volume Performance Decay Rate for a calendar month of the applicable Oracle Cloud Infrastructure - Block Volume Service.

2.7.1.8.2 Oracle Cloud Infrastructure - Compute - Local NVMe Storage

The service level agreement described below for the Oracle Cloud Infrastructure - Compute Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88313	Oracle Cloud Infrastructure - Compute - Bare Metal Dense I/O - X5 - OCPU Per Hour
B88314	Oracle Cloud Infrastructure - Compute - Bare Metal High I/O - X5 - OCPU Per Hour
B88316	Oracle Cloud Infrastructure - Compute - Virtual Machine Dense I/O - X5 - OCPU Per Hour
B88515	Oracle Cloud Infrastructure - Compute - Bare Metal Dense I/O - X7 - OCPU Per Hour
B88516	Oracle Cloud Infrastructure - Compute - Virtual Machine Dense I/O - X7 - OCPU Per Hour
B90398	Oracle Cloud Infrastructure - Compute - HPC - X7 - OCPU Per Hour

Oracle will use commercially reasonable efforts to deliver the performance of the NVMe drives utilized in the Oracle Cloud Infrastructure - Compute Services listed above at a Monthly Performance Rate (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Compute Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Performance Rate	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Compute Services listed above, the following shall apply:

- “NVMe Performance Decay Rate” means the percentage value corresponding to: (i) the total number of hours in a calendar month during which the NVMe IOPS in the applicable Oracle Cloud Infrastructure - Compute Service is less than 90 percent of the minimum IOPS published by Oracle, divided by (ii) the total number of hours in such calendar month. This excludes circumstances resulting directly or indirectly from any Common Exclusion and any time while a backup or snapshot is being performed.
- “Monthly Performance Rate” is calculated by subtracting from 100%, the NVMe Performance Decay Rate for a calendar month of the applicable Oracle Cloud Infrastructure - Compute Service.

2.7.1.8.3 Oracle Cloud Infrastructure - Compute - Network

The service level agreement described below for the Oracle Cloud Infrastructure - Compute Services (the “Service Level Agreement”) applies to the following SKUs:

SKU	CLOUD SERVICE
B88313	Oracle Cloud Infrastructure - Compute - Bare Metal Dense I/O - X5 - OCPU Per Hour
B88314	Oracle Cloud Infrastructure - Compute - Bare Metal High I/O - X5 - OCPU Per Hour
B88315	Oracle Cloud Infrastructure - Compute - Bare Metal Standard - X5 - OCPU Per Hour

SKU	CLOUD SERVICE
B88513	Oracle Cloud Infrastructure - Compute - Bare Metal Standard - X7 - OCPU Per Hour
B88515	Oracle Cloud Infrastructure - Compute - Bare Metal Dense I/O - X7 - OCPU Per Hour
B88517	Oracle Cloud Infrastructure - Compute - Bare Metal GPU Standard - X7 - GPU Per Hour
B88518	Oracle Cloud Infrastructure - Compute - Virtual Machine GPU Standard - X7 - GPU Per Hour
B90425	Oracle Cloud Infrastructure - Compute - Standard - E2 - OCPU Per Hour
B89734	Oracle Cloud Infrastructure - Compute - GPU Standard - V2 - GPU Per Hour
B90398	Oracle Cloud Infrastructure - Compute - HPC - X7 - OCPU Per Hour
B91119	Oracle Cloud Infrastructure - Compute - Bare Metal Standard - B1 - OCPU Per Hour
B91120	Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - B1 - OCPU Per Hour
B92306	Oracle Cloud Infrastructure - Compute - Standard E3 OCPU
B92307	Oracle Cloud Infrastructure - Compute - Standard E3 Memory

Oracle will use commercially reasonable efforts to deliver a Network Performance (as defined below) for the Oracle Cloud Infrastructure - Compute Services listed above at a Monthly Performance Rate (as defined below) of at least 99.9% during any calendar month (the "Service Commitment"). In the event an Oracle Cloud Infrastructure - Compute Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Performance Rate	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

For the purposes of the Oracle Cloud Infrastructure - Compute Services listed above, the following shall apply:

- "Monthly Performance Rate" is calculated by subtracting from 100%, the Network Performance Rate (as defined below) in the calendar month for the applicable Oracle Cloud Infrastructure - Compute Service.
- "Network Performance" is defined as the average rate of data transfer using 9KB packets over a 5-minute interval as measured between two bare-metal instances of the applicable Oracle Cloud Infrastructure - Compute Service using VCN private IP addresses within an Availability Domain. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- "Network Performance Rate" means the percentage value corresponding to: (i) the total number of 5-minute intervals during a calendar month in which the Network Performance for the applicable Oracle Cloud Infrastructure - Compute Service is less than 90% of the Oracle-published network throughput per Oracle-provided compute instance shape, divided by (ii) the total number of 5-minute intervals in such calendar month.

3 ORACLE CLOUD SECURITY POLICY

3.1 Oracle Information Security Practices - General

For the Oracle Video Plus (formerly Sauce mobile client) component of the Oracle Content and Experience Cloud Service – Advanced Video Management, the second paragraph of section 1.1 of the *Oracle Cloud Hosting and Delivery Policies* regarding alignment with ICO/IEC 27002 Code of Practice does not apply.

3.2 Physical Security Safeguards

For the Oracle Apiary Cloud Service, Oracle Container Pipelines Cloud Service, Oracle Cloud Infrastructure - Ravello Service, Oracle CASB Cloud Services, and the Oracle Video Plus (formerly Sauce mobile client) component of the Oracle Content and

Experience Cloud Service – Advanced Video Management, the following applies in lieu of the text in section 1.2 of the *Oracle Cloud Hosting and Delivery Policies*:

In accordance with reasonable practices, Oracle provides secured computing facilities for both office locations and production Cloud infrastructure.

4 ORACLE CLOUD SERVICE CONTINUITY POLICY

Based on service availability, Oracle PaaS and IaaS Public Cloud Services may be provisioned at multiple data centers, and dependent on product capability and customer solution design, You may be able to configure such Cloud Services with disaster recovery capabilities. You are solely responsible for any such post provisioning configuration, data backups, and execution of disaster recovery activities.

4.1 Oracle Cloud Services High Availability Strategy

For Oracle Apiary Cloud Service and Oracle CASB Cloud Services, the following applies in lieu of the text in section 2.1 of the *Oracle Cloud Hosting and Delivery Policies*: Oracle CASB Cloud Services are designed to maintain service availability in the case of an incident affecting the services.

5 ORACLE CLOUD SERVICE LEVEL OBJECTIVE POLICY

Sections 3.2 (including sub sections) and 3.3 of section 3 (Oracle Cloud Service Level Agreement) of the *Oracle Cloud Hosting and Delivery Policies* does not apply to Oracle Container Pipelines Cloud Service.

6 ORACLE CLOUD CHANGE MANAGEMENT POLICY

The scheduled maintenance periods for the Oracle PaaS and IaaS Public Cloud Services are documented on My Oracle Support in Knowledge Article 1681146.1: <https://support.oracle.com/epmos/faces/DocumentDisplay?id=1681146.1>.

6.1 Emergency Maintenance

For Oracle Cloud Infrastructure - Ravello Service, the following applies in lieu of the text in section 4.1.1 of the *Oracle Cloud Hosting and Delivery Policies*: Oracle will work to provide prior notice for any emergency maintenance requiring a service interruption.

6.2 Data Center Migrations

For Oracle Cloud Infrastructure - Ravello Service, the following applies in lieu of the text in section 4.1.3 of the *Oracle Cloud Hosting and Delivery Policies*: For data center migrations for purposes other than disaster recovery, Oracle will provide prior notice to You.

6.3 Service Change Notification

Oracle will provide You with no less than 12 months advance notice prior to the date when the Oracle Cloud Services are no longer generally available as a service (i.e., Oracle will no longer support, or make available for use, any versions of the Cloud Services). Oracle will also provide You with no less than 12 months advance notice prior to the date of removing or changing an existing API of a Cloud Service that You have deployed which requires You to materially update the code of Your application(s) which interface(s) with such Cloud Service (i.e., a material break of the API). For clarity, for orders of Oracle Monthly or Annual Universal Credits for PaaS and IaaS, the notification requirement in this section applies only to Cloud Services that You have actually deployed using the application of such credits.

7 CLOUD SUPPORT POLICY

For FUJITSU Cloud Service K5 DB powered by Oracle® Cloud service, Fujitsu provides first level support to customers by responding to technical inquiries and incidents reported by customers via email and telephone. Oracle provides second line support in case the technical inquires and incidents cannot be solved by Fujitsu.

8 ORACLE CLOUD SUSPENSION AND TERMINATION POLICY

The second paragraph of section 6.1 of the *Oracle Cloud Hosting and Delivery Policies* does not apply to Oracle Cloud Infrastructure - Ravello Services.

The first paragraph of section 6.1 of the *Oracle Cloud Hosting and Delivery Policies* does not apply to Oracle Apiary Cloud Service.

9 ORACLE ALWAYS FREE CLOUD SERVICES

The following sections of the *Oracle Cloud Hosting and Delivery Policies* do not apply to Always Free Cloud Services: Cloud Service Continuity Policy, Cloud Service Level Agreement and Oracle Cloud Support Policy. However, if You use more than just the Free Tier of a multi-tier rate card Cloud Service and commence paying for that applicable Cloud Service, You will receive the benefit of the entire *Oracle Cloud Hosting and Delivery Policies* for all of Your use of that applicable Cloud Service during such a paid subscription period.

Oracle in its sole discretion may remove or modify an Always Free Cloud Service from the Always Free category (a “Removed Service”) at any time. With respect to the foregoing, if You are at the time of the removal using the Removed Service, then You may switch to a subscription fee-based version of the Removed Service in order to continue using the applicable Oracle Cloud Service.

10 SURGE PROTECTOR FOR WEB APPLICATION FIREWALL (WAF)

This Section 10 applies only to periods during Your subscription (a “WAF Period”) where You have acquired and deployed the Oracle Cloud Infrastructure - Web Application Firewall (“WAF”) Service and at least one of the following Oracle PaaS and IaaS Public Cloud Services (each of the following Cloud Services being referred to as an “Impacted Service” and collectively, the “Impacted Services”): Oracle Cloud Infrastructure - API Gateway, Oracle Cloud Infrastructure - Compute, Oracle Cloud Infrastructure - Functions, and Oracle Cloud Infrastructure - Load Balancer.

10.1 Definitions

The following terms apply to this Section 10:

- “DDoS” is a distributed denial of service attack.
- “DDoS Mitigation Specialist” is a member of Oracle’s Security Operations Center or Cloud Customer Support team who provides support for Layer 7 DDoS attacks.
- “Excess Consumption” refers to the increased amount of Impacted Services that You consume during a WAF Period due to the automatic scaling of such Impacted Services in response to a Layer 7 DDoS attack on WAF.
- “Layer 7” is defined by the Open Systems Initiative seven-layer model.
- “Layer 7 DDoS” is a DDoS attack at Layer 7 that sends HTTP/HTTPS traffic to consume resources of an Impacted Service.
- “Measured Excess Consumption” is any Excess Consumption that occurs following Your receipt of guidance from a DDoS Mitigation Specialist that his/her continued efforts are unlikely to prevent further Excess Consumption.
- “OCIDs” are unique identifiers for resources in the Oracle Public Cloud and that contain metadata about the resources.
- “Region” refers to a localized geographic area in which one or more Oracle data centers are located.
- “Service Credit Requests Validation Team” is a group of Oracle engineers and product managers that validates claims of Excess Consumption submitted via Service Requests.
- “Service Request” is a support service request ticket that is submitted into the “My Oracle Support” portal.

- “WAF Service Credits” are credits that equal the total amount of Cloud Service fees that You have paid Oracle for Measured Excess Consumption during a WAF Period.

10.2 WAF Service Credits Claims

If during a WAF Period a Layer 7 DDoS attack on Your deployed WAF Services results in You incurring Excess Consumption, then You may seek to receive WAF Service Credits in accordance with the following criteria:

- During the DDoS Layer 7 attack, You must submit a Service Request into the “My Oracle Support” portal, selecting the WAF Services and the applicable DDoS component, to engage a DDoS Mitigation Specialist.
- You must comply with, and implement, all of the DDoS Mitigation Specialist’s recommendations, which may include providing the DDoS Mitigation Specialist with control of Your WAF Service deployment during the WAF Period.
- If the DDoS Mitigation Specialist advises You that his/her continued efforts are unlikely to prevent further Excess Consumption, then You may submit a claim for WAF Service Credits either through the “My Oracle Support” portal or by contacting Your Oracle account manager. Your claim must include all the following information:
 - a detailed description of the circumstances for Your claim;
 - information regarding the time and duration of the Layer 7 DDoS attack that caused the Excess Consumption;
 - the name(s) of the Impacted Services that had Excess Consumption;
 - the Region in which the applicable Impacted Service(s) had Excess Consumption;
 - the names of the relevant OCIDs, including tenancy OCID, compartment(s) OCID, and affected resource OCID(s);
 - a description of Your attempts to resolve the issue at the time of occurrence, including information on Your implementation of recommendations received from the DDoS Mitigation Specialist; and
 - relevant documentation/logs (such as audit console and OS events/logs) that can confirm that the applicable Impacted Service(s) experienced Excess Consumption.
- After reviewing Your claim, if the Service Credit Requests Validation Team determines that the incident was a valid Layer 7 DDoS attack and that the underlying Impacted Services automatically scaled to absorb the attack, Oracle will provide You with WAF Service Credits for any Measured Excess Consumption incurred due to such attack.
- If You have purchased the WAF Services under a Monthly Universal Credit or Annual Universal Credit model (as described in the Oracle PaaS and IaaS Universal Credits Service Descriptions document), then WAF Service Credits may only be applied towards Your next invoice for such Monthly or Annual Universal Credits following the issuance of such credits. Alternatively, if You purchased the WAF Services under a consumption model (such as Pay as You Go, as described in the Oracle PaaS and IaaS Universal Credits Service Descriptions document), then the WAF Service Credits may only be applied towards Your next invoice for Cloud Service fees You owe for WAF Services following the issuance of such credits. Other than the foregoing, WAF Service Credits may not be used to acquire any Oracle products or services.
- The provision of WAF Service Credits are **YOUR EXCLUSIVE REMEDY AND ORACLE’S ENTIRE LIABILITY** for any Excess Consumption due to a Layer 7 DDoS attack.
- If as a result of a Layer 7 DDoS attack You would be entitled to receive both Service Credits for the WAF Services or any Impacted Service under Section 2.7 above and WAF Service Credits under this Section 10, You will only receive WAF Service Credits under this Section 10.

10.3 Exclusions

WAF Service Credit are not granted for, and the terms of this Section 10 do not apply to:

- Government SKUs,
- any DDoS attack initiated by You, Your Users or agents and contractors, or
- any increased consumption or deployment of any Oracle Cloud Services other than the Impacted Services.





CONNECT WITH US

Call +1.800.ORACLE1 or visit [oracle.com](https://www.oracle.com).

Outside North America, find your local office at [oracle.com/contact](https://www.oracle.com/contact).

 blogs.oracle.com

 facebook.com/oracle

 twitter.com/oracle

Copyright © 2020 Oracle and/or its affiliates. All rights reserved.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

Oracle PaaS and IaaS Public Cloud Services Pillar Document
July 2020

