



ORACLE

Oracle PaaS and IaaS Public Cloud Services Pillar Document Statement of Changes

April 2021

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This document outlines changes made to the Oracle PaaS and IaaS Public Cloud Services Pillar Document.

1 DATE: APRIL 1, 2021

This section outlines changes made to the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated December 2020 and reflected in the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated April 2021:

1.1 General Updates

- Service section numbers slightly changed to reflect inclusion of GoldenGate SLA
- Slightly extended page header design graphic to extend to other side of the page

1.2 Category 6 (2.6)

- Added Category 6 “Service Level Objectives” and “Definitions” subsections
- Added “Oracle Cloud Infrastructure - Gen 2 Exadata Cloud@Customer” service

1.3 Category 7 (2.7)

- Added Oracle Cloud Infrastructure – GoldenGate to Category 7 List

1.4 Category 7 (2.7.1.2)

- Added a paragraph to the Service Credit section outlining entitlement for the Funded Allocation model
- Updated existing paragraphs in the Service Credit section to include the Funded Allocation model

1.5 Category 7 (2.7.1.3)

- Changed the “Customer Success Manager” title to “Account Manager” title because Customer Success Manager role no longer exists at Oracle and we want to reflect the current title of the listed point of contact

1.6 Category 7 (2.7.1.5)

- Added example of “denying or disabling access to the Cloud Services” to exclusions iii

1.7 Category 7 (2.7.1.6.7)

- Added SKU B93113 - Oracle Cloud Infrastructure - Compute - Standard - E4 - OCPU Per Hour
- Added SKU B93114 - Oracle Cloud Infrastructure - Compute - Standard - E4 - Memory - Gigabyte Per Hour

1.8 Category 7 (2.7.1.6.10)

- Added SKU B92380 - Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack - X8M
- Added SKU B92381 - Oracle Cloud Infrastructure - Database Exadata Infrastructure - Database Server - X8M
- Added SKU B92382 - Oracle Cloud Infrastructure - Database Exadata Infrastructure - Storage Server - X8M

1.9 Category 7 (2.7.1.6.17)

- Added SKU B93126 - Oracle Cloud Infrastructure - FastConnect 100Gbps - Port Hour

1.10 Category 7 (2.7.1.6.19)

- Added Oracle Cloud Infrastructure – GoldenGate SLA

1.11 Category 7 (2.7.1.6.24)

- Added SKU B93030 - Oracle Cloud Infrastructure - Load Balancer Base - Load Balancer Hour
- Added SKU B93031 - Oracle Cloud Infrastructure - Load Balancer Bandwidth - Mbps Per Hour

1.12 Category 7 (2.7.1.6.28)

- Added a sentence 'Delivery to SMS Endpoints' in the section 'For the purposes of the Oracle Cloud Infrastructure - Notifications Services listed above, the following shall apply'
- Added SKU B93004- Oracle Cloud Infrastructure - Notifications - SMS Outbound to Country Zone 1 - 1 SMS Message Sent
- Added SKU B93005 - Oracle Cloud Infrastructure - Notifications - SMS Outbound to Country Zone 2 - 1 SMS Message Sent
- Added SKU B93006 - Oracle Cloud Infrastructure - Notifications - SMS Outbound to Country Zone 3 - 1 SMS Message Sent
- Added SKU B93007 - Oracle Cloud Infrastructure - Notifications - SMS Outbound to Country Zone 4 - 1 SMS Message Sent
- Added SKU B93008 - Oracle Cloud Infrastructure - Notifications - SMS Outbound to Country Zone 5 - 1 SMS Message Sent

1.13 Category 7 (2.7.1.7.6)

- Added SKU B93113 - Oracle Cloud Infrastructure - Compute - Standard - E4 - OCPU Per Hour
- Added SKU B93114 - Oracle Cloud Infrastructure - Compute - Standard - E4 - Memory - Gigabyte Per Hour

1.14 Category 7 (2.7.1.7.16)

- Added SKU B92023 - Oracle Cloud Infrastructure - MySQL HeatWave - Standard - E3 - Node Per Hour
- Added SKU B92024 - Oracle Cloud Infrastructure - MySQL Database for HeatWave - Standard - E3 - Node Per Hour

1.15 Category 7 (2.7.1.7.8)

- Added SKU B92380 - Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack - X8M
- Added SKU B92381 - Oracle Cloud Infrastructure - Database Exadata Infrastructure - Database Server - X8M
- Added SKU B92382 - Oracle Cloud Infrastructure - Database Exadata Infrastructure - Storage Server - X8M

1.16 Section 10 (10.2)

- Changed the "Customer Success Manager" title to "Account Manager" title because Customer Success Manager role no longer exists at Oracle and we want to reflect the current title of the listed point of contact

2 DATE: DECEMBER 8, 2020

This section outlines changes made to the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated October 2020 and reflected in the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated December 2020:

2.1 Category 3 (2.3.1)

- Added service "Oracle Autonomous Database on Exadata Cloud at Customer
- Added service "Oracle Autonomous Database on Dedicated Exadata Infrastructure"
- Added service "Oracle APEX Application Development"

2.2 Category 7 (2.7.1.2)

- Removed reference to hourly period measurement as this is no longer used for any OCI services (hourly measurement has been removed from Compute services and this section is no longer needed.)

2.3 Category 7 (2.7.1.6.7)

- Changed Compute single-instance SLA measurement from hourly to monthly and increased the 100% credit threshold from 90% to 99.99%. This change was made to align single instance outage period measurements with the other Compute thresholds for region outage measurements. This change has no impact to customer credit eligibility, as the minimum outage minutes that entitles customers to service credits with the previous hourly measurement percentage is the same with the new monthly measurement percentage.

- Removed “Hourly Uptime Percentage” as this definition is no longer used or required. The Compute service no longer measures single instance service uptime as hourly and now uses the “Monthly Uptime Percentage” definition for single instance uptime.
- Changed the word “several” to “more than one” in each service threshold title for better clarity
- Reworded the service threshold paragraph to remove references to the hourly uptime measurement
- Changed the word “several” to “more than one” in the “Unavailable” definition subclause 2 for better clarity
- Changed the wording in the service uptime definition paragraph to align with the move of single-instance measurement from hourly to monthly measurement

2.4 Category 7 (2.7.1.6.29)

- Added SKU/part number B92637

2.5 Category 7 (2.7.1.7.12)

- Added SKU/part number B92733
- Added SKU/part number B92734

2.6 Category 7 (2.7.1.7.16)

- Added SKU/part number B92807
- Added SKU/part number B92962
- Added SKU/part number B92963

3 DATE: OCTOBER 30, 2020

This section outlines changes made to the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated July 2020 and reflected in the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated October 2020:

3.1 General Updates

- Fixed grammatical/spelling errors in sections 2.7.1.4
- Formatted SLA tier tables to be left justified for Category 7 SLA tiers

3.2 Category 7 (2.6)

- In section 2.6.1.6.7, the SLA Tier description paragraph references a tier percentage from the following table for “Hourly Uptime Percentage for Single Instance”. The table lists the referenced percentage as 90.0%, while the SLA Tier description paragraph incorrectly lists this percentage at 99.0%. The SLA Tier description paragraph now accurately reflects the data it references in the table showing 90% as intended.

3.3 Category 7 (2.7)

- Corrected the name of “Database Cloud Service” in the SLA tier description section (Section 2.7.1.7.7)
- Added new part number B92212 (Section 2.7.1.6.2)

3.4 Section 3 (3.1)

- Created new section called “Oracle Information Security Practices – General”
- Added Sauce Video/Oracle Video Plus Security H&D policy exception

3.5 Section 3 (3.2)

- Added Sauce Video/Oracle Video Plus Security H&D policy exception
- “Physical Security Safeguards” (previously section 3.1) renumbered to section 3.2
- Corrected the referenced “Physical Security Safeguards” Hosting & Delivery policy number from 1.3 to 1.2

4 DATE: JULY 10, 2020

This section outlines changes made to the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated April 2020 and reflected in the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated July 2020:

4.1 General updates

- Clarified Service Level Objective definitions for Categories 1-5.
- Updated style of the document.
- Rearranged products alphabetically in the Service Level Agreements (2.7.1) sections of Category 7 and lists of Categories 1-5.
- Minor fixes to clarify the script and definitions.

4.2 Category 1 (2.1)

- Added Service Level Objective for Key Management - Secrets.

4.3 Category 2 (2.2)

- Added Service Level Objectives for Data Catalog, Data Flow and Data Science.

4.4 Category 3 (2.3)

- Added Service Level Objective for Oracle Autonomous Database on Exadata Cloud at Customer.

4.5 Category 7 (2.7)

4.5.1 Service Level Agreements (2.7.1)

- Added Service Level Agreements for: API Platform, Big Data Service, Big Data - Compute Edition, Blockchain Platform, Data Integration, Data Integrator Cloud, Java Cloud, Mobile Hub, Oracle Content and Experience Cloud, SOA Suite Cloud, Visual Builder Cloud and WebLogic.
- Compute and Compute - Single Instance Data Plane SLA terms are reworked and consolidated in a single section with no change in meaning but Single Instance terms expanded to more products.
- Block Volume and Compute Control Plane SLA section was separated into two.
- Key Management was renamed to Vault
- Added Control Plane Service Level Agreements for NoSQL Database Cloud and Integration Cloud.
- Added additional SKUs for Key Management, Load Balancer and Compute.
- Removed Windows OS SKUs from Compute Performance SLAs, as the covered metrics of disk and network performance cannot be applied to such SKUs.

4.5.1.1 Resolution of Conflicting Service Level Agreement Offering (2.7.1.4)

- Clarified the resolution order in case multiple SLAs are applicable.

5 DATE: APRIL 29, 2020

This section outlines changes made to the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated December 2019 and reflected in the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated April 2020:

5.1 General updates

- Customers now have 60 days to file a claim.
- Expanded SLA coverage to all generally available Oracle Cloud Infrastructure paid services.
- Added SLA penalties up to 100% of the customer's bill to all SLAs.
- End of Life notice that requires Oracle to provide a 12 months advance notice prior to the date when the Oracle Cloud Services are no longer generally available.
- Removed exclusions for provider-related events, except for scheduled maintenance whose timing is controlled by the customer.
- Aligned definitions in SLAs matching "Unavailability", "Monthly Uptime Percentage" and "API Error Rate" where possible.

5.2 Category 1 (2.1)

- Added Service Level Objective for Kubernetes Engine.

5.3 Category 2 (2.2)

- Added Service Level Objective for Developer Tools, Registry, Resource Manager and Cloud Shell.

5.4 Category 3 (2.3)

- Added Service Level Objective for Marketplace and Console.

5.5 Category 7 (2.7)

- Added additional SKUs for Compute Services, Object Storage Services, and Database Cloud Service.
- Added or expanded financially-backed Service Level Agreements for API Gateway, Database Backup Cloud Service, Autonomous Database, Compute Services (added VM Single Instance), Data Safe, Digital Assistant, Functions, Health Checks, Integration Cloud, Key Management, Load Balancer, Monitoring, MySQL, Outbound Data Transfer, NoSQL Database Cloud, Notifications Service, and Streaming Service.

5.5.1 Service Credits (2.7.1.2)

- Clarified how service credits are awarded for customers with Annual and pay-as-you-go subscriptions.

5.5.2 Common Exclusions (2.7.1.5)

- Collapsed multiple Additional Exclusions into the two new Common Exclusions addressing services inter-relation and misconfiguration.

5.6 Surge Protector (10)

- Added a new section about a Surge Protector for Web Application Firewall (WAF).

6 DATE: DECEMBER 23, 2019

This section outlines changes made to the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated September 2019 and reflected in the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated December 2019:

6.1 Category 1 (2.1)

- Removed services for which a financially backed Service Level Agreement is added in Category 7. (2.1.1)
- Naming or branding of services updated including addition or removal “Autonomous” or “Classic” (2.1.1)

6.2 Category 3 (2.3)

- Naming or branding of services updated including addition or removal of “Autonomous” or “Classic” (2.3.1)

6.3 Category 6 (2.6)

- Removed services for which a financially backed Service Level Agreement is added in Category 7.

6.4 Category 7 (2.7)

- Added or expanded Service Level Agreements for Database, DNS, Email, File Storage, and Web Application Firewall (WAF.)
- Added additional SKUs for Block Volume Storage.
- Updated wording for FastConnect.

6.4.1 Definitions (2.7.1.1)

- Removed Demarcation Point as the exclusion that referenced it was eliminated.

6.4.2 Claims (2.7.1.3)

- Clarified that these apply to “Category 7” services.

6.4.3 Resolution of Conflicting Service Level Agreement Offerings (2.7.1.4)

- Added new services to list.

6.4.4 Common Exclusions (2.7.1.)

- Consolidated Common exclusions and duplicate additional exclusions.

6.5 Oracle Always Free Cloud Services (9)

- Addition of this section.

6.6 General Updates

The following were updated throughout the document:

- Section numbering updated
- Term “SKU’s” was replaced with “SKUs”

7 DATE: SEPTEMBER 18, 2019

This section outlines changes made to the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated February 2019 and reflected in the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated September 2019:

7.1 Service Credits (3.2.3)

- Modification to Service Credits being your Exclusive Remedy and Oracle's Entire Liability when Oracle has not met any of the Service Commitments in Section 3.2.3.

7.2 Oracle Always Free Cloud Services (7)

- Addition of this new section.

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