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

March 2024

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

1 DATE: MARCH 08, 2024

1.1 Service Level Agreement (3.6.4)

- Added SKU B99708- Oracle Autonomous JSON Database - ECPU - ECPU Per Hour
- Added SKU B99709- Oracle APEX Application Development - ECPU - ECPU Per Hour
- Added SKU B99593- Oracle Globally Distributed Autonomous Transaction Processing - Dedicated - ECPU Per Hour
- Added SKU B99594- Oracle Globally Distributed Autonomous Transaction Processing - Dedicated - BYOL - ECPU Per Hour

1.2 Service Level Agreement (3.6.7)

- Added Availability SLAs for Oracle Cloud Infrastructure Identity and Access Management

1.3 Service Level Agreement (3.6.33)

- Added SKU B107975- Oracle Cloud Infrastructure - FastConnect 400 Gbps - Port Hour

1.4 Service Level Agreement (3.6.37)

- Added Availability SLAs for Oracle Cloud Infrastructure- Generative AI

1.5 Service Level Agreement (3.6.41)

- Added SKU B99597- Oracle Cloud Infrastructure - Dedicated Key Management - (Minimum 3 HSM Partitions) - HSM Partition Per Hour

1.6 Service Level Agreement (3.6.50)

- Changed name of the service and its SKUs from 'Operations Insights' to 'Ops Insights'

2 DATE: FEB 01, 2024

2.1 Service Credits (3.2)

- Added details on service credits for Oracle Database@Azure service

3 DATE: JAN 22, 2024

3.1 Service Level Agreements (3.6.44)

- Added SKU B108030- MySQL Database - ECPU - ECPU Per Hour

4 DATE: DEC 15, 2023

4.1 Common Exclusions (3.5)

- Added exclusion for third-party platforms chosen to deploy Oracle PaaS or IaaS Public Cloud Services

5 DATE: NOV 15, 2023

5.1 Service Level Agreements (3.6.12)

- Added SKU B99259- Oracle Cloud Infrastructure - Application Performance Monitoring Service - Stack Monitoring - Enterprise Edition - 10 Monitored Resources Per Hour.
- Renamed SKU B95264 from 'Application Performance Monitoring Service - Stack Monitoring - 10 Monitored Resources Per Hour' to 'Oracle Cloud Infrastructure – Application Performance Monitoring Service - Stack Monitoring - Standard Edition- 10 Monitored Resources Per Hour'.

5.2   Service Level Agreements (3.6.16)

- Added Availability SLAs for Oracle Cloud Infrastructure- Cache with Redis

5.3   Service Level Agreements (3.6.17)

- Added SKU B98415- Oracle Cloud Infrastructure - Compute - GPU - H100 - GPU Per Hour
- Added SKU B98202- Oracle Cloud Infrastructure - Compute - Dense I/O - E5 OCPU - OCPU Per Hour
- Added SKU B98203- Oracle Cloud Infrastructure - Compute - Dense I/O - E5 Memory - Gigabyte Per Hour
- Added SKU B98204- Oracle Cloud Infrastructure - Compute - Dense I/O - E5 NVMe - NVMe Terabyte Per Hour

5.4   Service Level Agreements (3.6.52)

- Added Availability and Manageability SLAs for Oracle Cloud Infrastructure- Secure Desktops

5.5   Service Level Agreements (3.6.66)

- Added SKU B87191- Oracle NoSQL Database Cloud - Regional Replicated Write - Write Unit Per Month.

6   DATE: OCT 27, 2023

6.1   European Union Sovereign Cloud and Sovereign Operations - Additional Terms ("Sovereign Terms") (Appendix A)

- Updated Appendix A to introduce a new offering, Oracle European Union Sovereign Operations, which can be purchased with Oracle Cloud@Customer offerings (i.e., Exadata Database-Cloud@Customer (ExaDB-C@C)).

7   DATE: SEP 15, 2023

7.1   Physical Security Safeguards (1.2)

- Removed references to Ravello service which has reached end of life, and thus not available anymore.

7.2   Claims (3.3)

- Replaced My Oracle Support with Cloud Support Portal, which is a Support Portal defined term.

7.3   Service Level Agreements (3.6.16)

- Added SKU B97384- Oracle Cloud Infrastructure - Compute - Standard - E5 - OCPU - OCPU Per Hour
- Added SKU B97385- Oracle Cloud Infrastructure - Compute - Standard - E5 - Memory - Gigabytes Per Hour

7.4   Service Level Agreements (3.6.38)

- Added SKU B98100- Oracle Cloud Infrastructure - External Key Management - Key Version Per Month

7.5   Service Level Agreements (3.6.57)

- Added SKU B97408- Oracle Content Management - Sales Accelerator Suite - User Per Month

7.6   Emergency Maintenance (Previously Section 4.1)

- Removed the entire section because Ravello service has reached end of life, and thus not available anymore.

7.7 Data Center Migrations (Previously Section 4.2)

- Removed the entire section because Ravello service has reached end of life, and thus not available anymore.

7.8 Disaster Recovery for Identity Domain (4.2)

- Added a new section with terms for Disaster Recovery for Identity Domain.

7.9 Oracle Cloud Suspension and Termination Policy (6)

- Removed references to Ravello service which has reached end of life, and thus not available anymore.

7.10 Surge Protector for Web Application Firewall (8.1 and 8.1)

- Replaced My Oracle Support with Cloud Support Portal, which is a Support Portal defined term.

8 DATE: AUG 7, 2023

8.1 Appendix A

- Removed sentence pertaining to Oracle may collect data and store Your Content for Threat Management from Section 2.2 of Oracle European Union Sovereign Cloud Additional terms.

9 DATE: JULY 18, 2023

9.1 Scope

- Added the newly added section 9 to the scope statement indicating section numbers track the H&D Policy sections, except for specific sections 7 and 8.

9.2 Service Level Agreements (3.6.2)

- Added SKU B97179- Oracle Access Governance Premium - Consumer User - Consumer User Per Month.
- Added SKU B97180- Oracle Access Governance for Oracle Workloads - Consumer User - Consumer User Per Month.
- Added SKU B97181- Oracle Access Governance Premium - Workforce User - Workforce User Per Month.

9.3 Service Level Agreements (3.6.5)

- Renamed service from 'Oracle Cloud Infrastructure- Database Cloud' to 'Oracle Base Database Service.'
- Renamed SKU B90569 from 'Oracle Cloud Infrastructure - Database Cloud Service - Standard Edition - OCPU Per Hour' to 'Oracle Base Database Service - Standard Edition - OCPU Per Hour'.
- Renamed SKU B90570 from 'Oracle Cloud Infrastructure - Database Cloud Service - Enterprise Edition - OCPU Per Hour' to 'Oracle Base Database Service - Enterprise Edition - OCPU Per Hour'.
- Renamed SKU B90571 from 'Oracle Cloud Infrastructure - Database Cloud Service - Enterprise Edition High Performance - OCPU Per Hour' to 'Oracle Base Database Service - Enterprise Edition High Performance - OCPU Per Hour'.
- Renamed SKU B90572 from 'Oracle Cloud Infrastructure - Database Cloud Service - Enterprise Edition. Extreme Performance - OCPU Per Hour' to 'Oracle Base Database Service - Enterprise Edition Extreme Performance - OCPU Per Hour'.
- Renamed SKU B90573 from 'Oracle Cloud Infrastructure - Database Cloud Service - All Editions - BYOL - OCPU Per Hour' to 'Oracle Base Database Service - All Editions - BYOL - OCPU Per Hour'.
- Added SKU B97197- Oracle Base Database Service on Arm - Enterprise - OCPU Per Hour.
- Added SKU B97198- Oracle Base Database Service on Arm - High Performance - OCPU Per Hour.
- Added SKU B97199- Oracle Base Database Service on Arm - Extreme Performance - OCPU Per Hour.
- Added SKU B97200- Oracle Base Database Service on Arm - BYOL - OCPU Per Hour.

9.4 Service Level Agreements (3.6.29)

- Added SKU B96113- Oracle Cloud Infrastructure - Document Understanding - Custom Training - Training Hour
- Added SKU B97193- Oracle Cloud Infrastructure - Document Understanding - Custom Document Properties - 1,000 Transactions
- Added SKU B97194- Oracle Cloud Infrastructure - Document Understanding - Custom Document Extraction - 1,000 Transactions

9.5 Service Level Agreements (3.6.43)

- Renamed SKU B92024 from 'Oracle Cloud Infrastructure - MySQL Database for HeatWave - Standard - E3 - Node Per Hour' to 'Oracle Cloud Infrastructure - MySQL Database for HeatWave - Standard - Node Per Hour'.
- Added Availability SLAs for B92024
- Renamed SKU B93546 from ' Oracle Cloud Infrastructure - MySQL Database for HeatWave - Bare Metal Standard - E3 - Node Per Hour' to ' Oracle Cloud Infrastructure - MySQL Database for HeatWave - Bare Metal Standard - Node Per Hour'.
- Added Availability SLAs for B93546.

9.6 Oracle European Union Sovereign Cloud (9)

- Added applicability details of the Appendix for Oracle European Union Sovereign Cloud

9.7 Appendix A

- Added terms for Oracle European Union Sovereign Cloud.

10 DATE: JUNE 1, 2023

10.1 Service Level Agreements (3.6.2)

- Added SKU B97172- Oracle Access Governance for Oracle Cloud Infrastructure - Workforce User - Workforce User Per Month
- Added SKU B97173- Oracle Access Governance for Oracle Workloads - Workforce User - Workforce User Per Month

10.2 Service Level Agreements (3.6.43)

- Added SKU B96625- Oracle Cloud Infrastructure - HeatWave - Storage - Gigabyte Storage Capacity Per Month

10.3 Service Level Agreements (3.6.47)

- Added SKU B97140- Oracle Cloud Infrastructure Operations Insights for Oracle Autonomous Databases - Full - ECPU Per Hour

10.4 Service Level Agreements (3.6.56)

- Added SKU B97102- Oracle Cloud VMware Solution - Base - BM.Standard2.12 - Hourly Commit - Node Per Hour
- Added SKU B97103- Oracle Cloud VMware Solution - Base - BM.Standard2.12 - 1 Year Commit - Node Per Hour
- Added SKU B97104- Oracle Cloud VMware Solution - Base - BM.Standard2.12 - 3 Year Commit - Node Per Hour
- Added SKU B97105- Oracle Cloud VMware Solution - Base - BM.Standard3.16 - Hourly Commit - Node Per Hour
- Added SKU B97106- Oracle Cloud VMware Solution - Base - BM.Standard3.16 - 1 Year Commit - Node Per Hour
- Added SKU B97107- Oracle Cloud VMware Solution - Base - BM.Standard3.16 - 3 Year Commit - Node Per Hour
- Added SKU B97108- Oracle Cloud VMware Solution - Base – BM.Standard.E4.32 - Hourly Commit - Node Per Hour
- Added SKU B97109-Oracle Cloud VMware Solution - Base - BM.Standard.E4.32 - 1 Year Commit - Node Per Hour
- Added SKU B97110- Oracle Cloud VMware Solution - Base - BM.Standard.E4.32 - 3 Year Commit - Node Per Hour
- Added SKU B97111- Oracle Cloud VMware Solution - Expansion - Hourly Commit - OCPU Per Hour
- Added SKU B97112- Oracle Cloud VMware Solution - Expansion - 1 Year Commit - OCPU Per Hour
- Added SKU B97113- Oracle Cloud VMware Solution - Expansion - 3 Year Commit - OCPU Per Hour

10.5 Service Level Agreements (3.6.66)

- Added SKU B96584- Oracle Tuxedo Mainframe Modernization Runtimes for Oracle Cloud Infrastructure - OCPU Per Hour

11 DATE: APR 30, 2023

11.1 Service Level Agreements (3)

- In the first paragraph, removed the sentence on Service Level Agreements are available only for services which were categorized as Category 7 services in the versions of this document prior to Oct 2021.

11.2 Service Credits (3.2)

- In the second paragraph, removed the sentence on Service Credits cannot exceed the net fees paid for the quantity of the non-compliant service actually used in the applicable measured period.

11.3 Service Level Agreements (3.6.16)

- Renamed Service (and SKU) from Oracle Cloud Infrastructure - Container Engine to Oracle Container Engine for Kubernetes.

11.4 Service Level Agreements (3.6.17)

- Renamed Service (and SKU) from Oracle Cloud Infrastructure - Container Engine- Virtual Node to Oracle Container Engine for Kubernetes- Virtual Node

11.5 Service Level Agreements (3.6.43)

- Added SKU B96626- Oracle Cloud Infrastructure - HeatWave - HeatWave Capacity Per Hour

11.6 Service Level Agreements (3.6.47)

- Added SKU B96199- Oracle Cloud Infrastructure Operations Insights for Oracle Autonomous Databases - Basic - ECPU Per Hour

11.7 Service Level Agreements (3.6.50)

- Added Availability SLAs for Oracle Cloud Infrastructure- Search Service with OpenSearch

11.8 Service Level Agreements (3.6.66)

- Added Availability SLAs for Oracle Tuxedo for Oracle Cloud Infrastructure

12 DATE: MAR 23, 2023

12.1 Common Exclusions (3.5)

- Added verbiage to clarify that Service Level Agreements are contingent on customer's adherence to software updates requirements specified in Section 4.2. of Oracle Cloud Hosting and Delivery Policies.

12.2 Service Level Agreements (3.6.4)

- Added SKU B95701- Oracle Autonomous Data Warehouse - ECPU - ECPU Per Hour
- Added SKU B95702- Oracle Autonomous Transaction Processing - ECPU - ECPU Per Hour
- Added SKU B95703- Oracle Autonomous Data Warehouse - ECPU - BYOL - ECPU Per Hour
- Added SKU B95704- Oracle Autonomous Transaction Processing - ECPU - BYOL - ECPU Per Hour

- Added SKU B95754- Oracle Autonomous Data Warehouse Exadata Storage for ECPU - Gigabyte Storage Capacity Per Month
- Added SKU B95706- Oracle Autonomous Transaction Processing Exadata Storage for ECPU - Gigabyte Storage Capacity Per Month

12.3 Service Level Agreements (3.6.16)

- Added Availability SLAs for Oracle Cloud Infrastructure- Container Engine

12.4 Service Level Agreements (3.6.17)

- Added Availability SLAs for Oracle Cloud Infrastructure- Container Engine- Virtual Node

12.5 Service Level Agreements (3.6.21)

- Added SKU B96200- Oracle Cloud Infrastructure - Database Management - Autonomous Databases - ECPU - ECPU Per Hour

12.6 Service Level Agreements (3.6.31)

- Added verbiage on applicability of SLA for Oracle Cloud Infrastructure- FastConnect only to redundant connections (configured with endpoints on two different FastConnect physical devices in the same Region).

12.7 Service Level Agreements (3.6.57)

- Added Availability SLAs for Oracle Database Autonomous Database Recovery Service

13 DATE: FEB 01, 2023

13.1 Service Level Agreements (3.6.4)
- Added SKU B95712- Oracle Autonomous Data Warehouse - Dedicated - ECPU - ECPU Per Hour
- Added SKU B95713-Oracle Autonomous Transaction Processing - Dedicated - ECPU - ECPU Per Hour
- Added SKU B95714- Oracle Autonomous Data Warehouse - Dedicated - ECPU - BYOL - ECPU Per Hour
- Added SKU B95715- Oracle Autonomous Transaction Processing - Dedicated - ECPU - BYOL - ECPU Per Hour

13.2 Service Level Agreements (3.6.6)

- Added Availability SLAs for Oracle Cloud Infrastructure Queue

13.3 Service Level Agreements (3.6.54)

- Added SKU B96502- Oracle Content Management - Advanced Hosting - Instance Per Month

14 DATE: DEC 12, 2022

14.1 Oracle Cloud Services Backup Strategy (2.2)

- Added language around exceptions for OCI IaaS and PaaS services for Hosting & Delivery Section 2.2 clarifying that customers are responsible for their own backups and business continuity plans.

14.2 Data Center Migrations (2.3)

- Added exceptions to Hosting & Delivery Section 4.1.3 for PaaS and IaaS services that are trial, Free Tier, Free or Always Free.

14.3 Service Level Agreements (3.6.14)

- Changed verbiage for Availability SLAs and unavailability definition for Monthly Uptime Percentage from Regions with 'Several Availability Domains' to 'More than One Availability Domain.'

14.4 Service Level Agreements (3.6.20)

- Added Availability SLAs for Oracle Cloud Infrastructure - Data Integration service.

14.5 Service Level Agreements (3.6.26)

- Added SLAs for Oracle Cloud Infrastructure - Document Understanding service.

14.6 Service Level Agreements (3.6.40)

- Changed verbiage for Availability SLAs for Monthly Uptime Percentage from Regions with 'Several Availability Domains' to 'More than One Availability Domain.'

14.7 Service Level Agreements (3.6.52)

- Changed verbiage for Availability SLAs and unavailability definition for Monthly Uptime Percentage from Regions with 'Several Availability Domains' to 'More than One Availability Domain.'

15 DATE: OCT 31, 2022

This section outlines changes made to the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated October 2022 and reflected in the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated October 2022:

15.1 Common Exclusions (3.5)

- Added verbiage to cover 'error' and 'decay' of the applicable Non-Compliant Service to clarify inapplicability of Service Level Agreements in the first sentence of this Section.

15.2 Service Level Agreements (3.6.1)

- Added Manageability SLAs for mySQL Heatwave on AWS.

15.3 Service Level Agreements (3.6.6)

- Added SKU B95918- Oracle Cloud Infrastructure - Language - Custom Inferencing - Dedicated - Inferencing Unit Hour.
- Added SKU B95919- Oracle Cloud Infrastructure - Language - Custom Training - Training Hour.
- Added SKU B95920- Oracle Cloud Infrastructure - Language - Text Translation - 1000 Transactions.

15.4 Service Level Agreements (3.6.14)

- Added SKU B92740- Oracle Cloud Infrastructure - Compute - GPU - E3 - GPU Per Hour.
- Added SKU B95907- Oracle Cloud Infrastructure - Compute - GPU - A100 - v2 - GPU Per Hour.
- Added SKU B95909- Oracle Cloud Infrastructure - Compute - GPU - A10 - GPU Per Hour.
- Added Performance 1 SLA for B89734.
- Added Performance 1 and Performance 2 SLAs for B93704 and B93544.
- Removed Performance 2 SLA for B88316, B88317, B88514, B88516, B88518, and B91120.
- Removed SKUs B88318, B91372, and B91373.

15.5 Service Level Agreements (3.6.29)

- Added Manageability SLAs for Oracle Cloud Infrastructure Full Stack Disaster Recovery.

15.6 Service Level Agreements (3.6.39)

- Added Availability SLAs for Oracle Cloud Infrastructure-mySQL Database.

16 DATE: SEP 01, 2022

This section outlines changes made to the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated September 2022 and reflected in the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated September 2022:

16.1 Service Level Agreements (3.6.13)

- Added Performance 1 SLAs for B93311, B93312,B93121, B93122, and B93123.

17 DATE: AUG 05, 2022

This section outlines changes made to the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated August 2022 and reflected in the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated August 2022:

17.1 Service credits (3.1)

- Clarified the definition of Non-Compliant Service by adding the words ' provisioned and deployed'.

17.2 Service Level Agreements (3.6.13)

- Removed Performance1 SLA for B88314.
- Added Performance2 SLAs for B88316, B88317, B88514, B88516, B93113, B93114, B93311, B93312, B93297, B93298, B94176, B94177, B93121,B93132, and B93133.

17.3 Service Level Agreements (3.6.22)

- Added Availability SLAs for SKUs B92733 and B92734.

17.4 Service Level Agreements (3.6.23)

- Added SLAs for Oracle Cloud Infrastructure - Digital Media Services.

17.5 Service Level Agreements (3.6.35)

- Added SKU B95634- Oracle Cloud Infrastructure Logging Analytics - Active Storage - Logging Analytics Storage Unit Per Month.

17.6 Service Level Agreements (3.6.38)

- Added SLAs for Oracle Cloud Infrastructure - Network Firewall.

17.7 Service Level Agreements (3.6.43)

- Added SLAs for Oracle Cloud Infrastructure - Process Automation.

17.8 Service Level Agreements (3.6.52)

- Changed name of the service from 'Oracle Cloud Infrastructure Digital Assistant' to 'Oracle Digital Assistant'.

17.9 Service Level Agreements (3.6.53)

- Changed name of the service from 'Oracle Cloud Infrastructure - Integration Cloud' to 'Oracle Integration Cloud Service'.

17.10 Service Level Agreements (3.6.55)

- Changed name of the service from 'Oracle Cloud Infrastructure - Mobile Hub' to 'Oracle Mobile Hub Cloud Service'.

17.11 Service Level Agreements (3.6.57)

- Changed name of the service from 'Oracle Cloud Infrastructure - SOA Suite Cloud' to 'Oracle SOA Suite Cloud Service'.

18 DATE: JUNE 27, 2022

This section outlines changes made to the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated June 2022 and reflected in the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated June 2022:

18.1 Service credits (3.2)

- Modified the Service Credit language to indicate the credit is subcontracted from the next invoice for "Cloud Services" under the Funded Allocation order/replenishment order, as applicable.

18.2 Common Exclusions (3.5)

- Elaborated verbiage of Common exclusions to include network misconfigurations and adherence to limits of bandwidth, throughput, maximum connections.

18.3 Service Level Agreements (3.6.1)

- Added SLA for Oracle Access Governance.

18.4 Service Level Agreements (3.6.3)

- Updated name from 'Oracle Cloud Infrastructure- Autonomous Database' to 'Oracle Autonomous Database'.
- Added SLAs for Oracle Autonomous Database on Dedicated Infrastructure and consolidated them with SLAs for Oracle Autonomous Database on Shared Infrastructure.
- Added Availability SLAs for Oracle Autonomous Database on Dedicated Infrastructure deployed with Autonomous Data Guard.
- Added SKU B89039 - Oracle Autonomous Data Warehouse – BYOL – OCPU Per Hour.
- Added SKU B92181- Oracle Autonomous Transaction Processing - Dedicated - OCPU Per Hour.
- Added SKU B92182- Oracle Autonomous Data Warehouse - Dedicated - OCPU Per Hour.
- Added SKU B92183 - Oracle Autonomous Transaction Processing - Dedicated - BYOL - OCPU Per Hour.
- Added SKU B92184- Oracle Autonomous Data Warehouse - Dedicated - BYOL - OCPU Per Hour.

18.5 Service Level Agreements (3.6.4)

- Updated name from 'Oracle Cloud Infrastructure- Big Data Service to 'Oracle Big Data Service'.

18.6 Service Level Agreements (3.6.5)

- Added SLA for Oracle Cloud Infrastructure- AI Services- Language.

18.7 Service Level Agreements (3.6.9)

- Added suffix Service to 'Oracle Cloud Infrastructure- Application Performance Monitoring'.

18.8 Service Level Agreements (3.6.33)

- Updated name of Service and SKU B92092 from 'Oracle Cloud Infrastructure- Vault' to 'Oracle Cloud Infrastructure-Key Management'.

18.9 Service Level Agreements (3.6.39)

- Added SKU B95435- MySQL Database - Standard - AMD E4 - Compute - OCPU Per Hour.
- Added SKU B95436- MySQL Database - Standard - AMD E4 - Memory - Gigabyte Per Hour.
- Added SKU B95437 - MySQL Database - Standard - Intel X7 - Compute - OCPU Per Hour.
- Added SKU B95438- MySQL Database - Standard - Intel X7 - Memory - Gigabyte Per Hour.
- Added SKU B95439- MySQL Database - Standard - Intel X9 - Compute - OCPU Per Hour.
- Added SKU B95440- MySQL Database - Standard - Intel X9 - Memory - Gigabyte Per Hour.
- Added SKU B95441- MySQL Database - Optimized - Intel X9 - Compute - OCPU Per Hour.
- Added SKU B95421- MySQL Database - Optimized - Intel X9 - Memory - Gigabyte Per Hour.

18.10 Service Level Agreements (3.6.45)

- Added SLA for Oracle Cloud Infrastructure- Speech.

18.11 Service Level Agreements (3.6.52)

- Updated name from 'Oracle Cloud Infrastructure- Database Backup Cloud' to 'Oracle Database Backup Cloud'.

18.12 Service Level Agreements (3.6.53)

- Updated name from 'Oracle Cloud Infrastructure- Java Cloud' to 'Oracle Java Cloud Service'.

18.13 Service Level Agreements (3.6.54)

- Updated name from 'Oracle Cloud Infrastructure- NoSQL Database Cloud to 'Oracle noSQL Database Cloud Service'.

18.14 Service Level Agreements (3.6.55)

- Updated name from 'Oracle Cloud Infrastructure- Visual Builder Cloud' to 'Oracle Visual Builder'.

18.15 WAF Service Credits Claims (8.2)

- Modified the Service Credit language for WAF Service Credits to indicate the credit is subcontracted from the next invoice for "Cloud Services" (not just WAF Cloud Services) under the Funded Allocation order/replenishment order, as applicable.

19 DATE: MAY 6, 2022

This section outlines changes made to the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated May 2022 and reflected in the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated May 2022:

19.1 Service Level Agreements (3.6.2)

- Added SLA for Oracle Cloud Infrastructure- Anomaly Detection.

19.2 Service Level Agreements (3.6.5)

- Added SKU B95264- Application Performance Monitoring Service - Stack Monitoring - 10 Monitored Resources Per Hour.

19.3 Service Level Agreements (3.6.11)

- Added SKU B93704 - Oracle Cloud Infrastructure - Compute - GPU - T1 - GPU Per Hour.

- Added SKU B93544- Oracle Cloud Infrastructure - Compute - GPU - E4 - GPU Per Hour.
- Added SKU B93121- Oracle Cloud Infrastructure - Compute - Dense I/O - E4 - OCPU Per Hour.
- Added SKU B93122- Oracle Cloud Infrastructure - Compute - Dense I/O - E4 - Gigabyte Memory Per Hour.
- Added SKU B93123- Oracle Cloud Infrastructure - Compute - Dense I/O - E4 - NVMe Terabyte Per Hour.

19.4 Service Level Agreements (3.6.15)
- Added SKU B93380- Exadata Cloud Infrastructure - Quarter Rack - X9M - Hosted Environment Per Hour.
- Added SKU B93381- Exadata Cloud Infrastructure - Database Server - X9M - Hosted Environment Per Hour.
- Added SKU B93382- Exadata Cloud Infrastructure - Storage Server - X9M - Hosted Environment Per Hour.

19.5 Service Level Agreements (3.6.43)
- Added SKU B95422- Oracle Content Management - Video Creation Platform - Video Pack (500 Videos - 500 GB) Per Month.

19.6 Service Level Agreements (3.6.48)
- Added SLA for Oracle Cloud Infrastructure- Vision.

19.7 Service Level Agreements (3.6.50)
- Added SKU B95411- Oracle Cloud VMware Solution - BM.DenseIO.E4.32 - Hourly Commit - OCPU Per Hour.
- Added SKU B95412- Oracle Cloud VMware Solution - BM.DenseIO.E4.32 - Monthly Commit - OCPU Per Hour.
- Added SKU B95413- Oracle Cloud VMware Solution - BM.DenseIO.E4.32 - 1 year Commit - OCPU Per Hour.
- Added SKU B95414- Oracle Cloud VMware Solution - BM.DenseIO.E4.32 - 3-year Commit - OCPU Per Hour.
- Added SKU B95415- Oracle Cloud VMware Solution - BM.DenseIO.E4.128 - Hourly Commit - OCPU Per Hour.
- Added SKU B95416- Oracle Cloud VMware Solution - BM.DenseIO.E4.128 - Monthly Commit - OCPU Per Hour.
- Added SKU B95417- Oracle Cloud VMware Solution - BM.DenseIO.E4.128 - 1 year Commit - OCPU Per Hour.
- Added SKU B95418- Oracle Cloud VMware Solution - BM.DenseIO.E4.128 - 3-year Commit - OCPU Per Hour.

19.8 Service Level Agreements (3.6.57)
- Added SLA for Oracle ZFS Storage- High Availability

20 DATE: MARCH 25, 2022
This section outlines changes made to the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated March 2022 and reflected in the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated March 2022:

20.1 Renumbered subsections under Section 3

20.2 Service Credits (3.1)
- Clarification to Measured Period definition.

20.3 Service Level Agreements (3.6.1)
- Added SLA for Oracle Analytics Cloud Service.

20.4 Service Level Agreements (3.6.11)
- Added SLA for Oracle Cloud Infrastructure- Data Labeling.

20.5 Service Level Agreements (3.6.37)

- Added SKU B92756 - MySQL Analytics - Bare Metal Standard - E2 – Node per Hour.

20.6 Service Level Agreements (3.6.38)

- Added SKU B93710- Oracle NoSQL Database Cloud - Write - Auto - Write Unit Per Month.
- Added SKU B93711- Oracle NoSQL Database Cloud - Read - Auto - Read Unit Per Month.
- Added SKU B93712- Oracle NoSQL Database Cloud - Hosted Environment - Hosted Environment Per Month.

20.7 Service Level Agreements (3.6.41)

- Added SKU B92889- Oracle Cloud Infrastructure Operations Insights for Cloud Databases- OCPU Per Hour.

20.8 Service Level Agreements (3.6.42)

Corrected SKU name for SKU B91210 from 'Oracle Content Management - 5,000 Assets Per Month - 5000 Assets Per Month' to 'Oracle Content Management - 5000 Assets Per Month'.

20.9 Service Level Agreements (3.6.48)

- Added SLA for Oracle Cloud VMWare Solution.

21 DATE: FEBRUARY 07, 2022

This section outlines changes made to the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated February 2022 and reflected in the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated February 2022:

21.1 General Updates

- Applied a "Full" justification formatting to the documents content for a consistent formatting look and feel.
- General formatting changes to make indentation and spacing more consistent for an improved look and feel.
- General changes to wording and phrasing to make existing policy and language clearer and more concise on what it applies to

21.2 Scope (1)

- Removed Numbering for Scope. Section 1 is now "Oracle Cloud Security Policy".

21.3 Oracle PaaS and IaaS Public Cloud Service Level Objective and Service Level Agreement Policy (2)

- Now numbered as section 3. This is to align this section with the same numerical order as in the Oracle Hosting & Delivery Policy Document.
- Renamed to "Oracle PaaS and IaaS Public Cloud Service Level Agreement Policy" as this section and the entirety of the Oracle IaaS and PaaS Pillar Document no longer houses Service Level Objective content or policy.
- Service Level Objective sections 2.1 through 2.7 (Category 1 through Category 7) are being relocated to a Program Document (found here). There are no material changes being made to Service Level Objectives from this change, and the commitments continue to be in full effect and applicable to all services who have them. This is strictly a location change of Service Level Objective content and policy. Due to the similarities between Service Level Agreements and Service Level Objectives, this change was made to better enable customers to distinguish and understand Service Level Objectives and consolidate their policy and content in a more visible and accessible location.

21.4 Oracle PaaS and IaaS Public Cloud Service Level Objective and Service Level Agreement Policy (2.7.1.6 through 2.7.1.8)

- Consolidated sections 2.7.1.6 (Data Plane Service Level Agreements), 2.7.1.7 (Control Plane Service Level Agreements) and 2.7.1.8 (Performance Service Level Agreements) under section 2.6 and renamed the section to "Services". For services with multiple service commitments, we felt that consolidating the multiple sections that were spread throughout the document was confusing and made it difficult to understand what service commitments are offered. We changed this so each service has one section inclusive of all its service commitments. This change was made to improve searchability of the document and allow better understanding of a service's commitment offerings by presenting it all in one place and removing redundant content. There was no material change to any policy or service commitment, only some language has been added to improve clarity into which policy and definitions apply to which service commitments for a better user experience.
- Renamed "Data Plane" service level agreements to "Availability" service level agreements. This change was made because some services do not have a data plane but offer an Availability SLA. This term is more inclusive of what is offered across all services and this change does not make any material change to the service commitments.
- Renamed "Control Plane" service level agreements to "Manageability" service level agreements to be more inclusive of the nuances between the different commitments and measurements used across all services. This change does not make any material change to the service commitments.
- Consolidated and restructured how SKUs/Services are listed in their tables. We felt condensing SKUs/Services with multiple service level agreement types into a single table matrix in the Services section allowed for better visibility into what service commitments are offered for each SKU/Service. There has been no material change or reduction to what Service commitments a specific service offers from this consolidation and reflects the same offerings from the previous Oracle IaaS and PaaS pillar document version.
- All Services previously referred to as "Category 7 Services" are now referred to as "Services". Category specification is no longer necessary due to the removal of SLO content and "categories" from the pillar document.
- General language adjustments clarifying which policy applies to which specific services.
- Added SLA for Oracle Cloud Infrastructure - Application Performance Monitoring service.
- Added SLA for Oracle Cloud Infrastructure - Database Migration service.
- Added SLA for Oracle Cloud Infrastructure – Operations Insights service.
- Added SKU B94759 Oracle Cloud Infrastructure- Web Application Firewall- Instance- Instance Per Month.
- Added SKU B94277 Oracle Cloud Infrastructure- Web Application Firewall- Requests- 1,000,000 Incoming Requests Per Month.
- Added SLA for Oracle Cloud Infrastructure – Logging Analytics service.
- Added SLA for Oracle Cloud Infrastructure – Infrequent Access Storage service.
- Added Manageability Service Agreement for Oracle Cloud Infrastructure- Autonomous Database Services on Shared Infrastructure.
- Added SKU B93705 Oracle Cloud Infrastructure Operations Insights for Warehouse - Extract - Gigabyte Per Month.
- Added SKU B93706 Oracle Cloud Infrastructure Operations Insights for Warehouse - Instance - OCPU Per Hour.
- Added SKU B94176 Oracle Cloud Infrastructure - Compute - Standard - X9 - OCPU Per Hour.
- Added SKU B94177 Oracle Cloud Infrastructure - Compute - Standard - X9 - Memory - Gigabyte Per Hour.

21.5 Definitions (3.1)

- Added language to "Oracle Cloud Infrastructure Service", "Non-Compliant Service", "Service Commitment" and "Service Level Agreement" to clarify how they are applied when used in the document.

21.6 Oracle Cloud Security Policy (3)

- Now numbered as section 1. This is to align with the numbering in the Oracle Hosting & Delivery Document and have the same numbering as the Oracle Cloud Security Policy.

21.7 Oracle Cloud Service Continuity Policy (4)

- Now numbered as section 2. This is to align with the numbering in the Oracle Hosting & Delivery Document and have the same numbering as the Oracle Cloud Service Continuity Policy.

21.8 Oracle Cloud Service Level Objective Policy (5)

- Service Level Objectives are being moved to a program document and out of the Pillar Document. This section was a policy that was added to articulate that Service Level Objectives were not subject to Hosting & Delivery sections 3.2 and 3.3. This is being moved with all other Service Level Objective content.

21.9 Oracle Cloud Change Management Policy (6)

- Now numbered as section 4 to accommodate the policy reordering listed in sections 1.2-1.4 above.

21.10 Cloud Support Policy (7)

- Now numbered as section 5 to accommodate the policy reordering listed in sections 1.2-1.4 above.

21.11 Oracle Cloud Suspension and Termination Policy (8)

- Now numbered as section 6 to accommodate the policy reordering listed in sections 1.2-1.4 above.

21.12 Oracle Always Free Cloud Services

- Now numbered as section 7 to accommodate the policy reordering listed in sections 1.2-1.4 above.

21.13 Surge Protector for Web Application Firewall (WAF) (10)

- Now numbered as section 8 to accommodate the policy reordering listed in sections 1.2-1.4 above.

22 DATE: OCTOBER 11, 2021

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

22.1 Category 7 (2.7.1.6.7)

- Removed SKU B93544 - Oracle Cloud Infrastructure- Compute- GPU-E4-GPU Per Hour.
- Removed SKU B93704 - Oracle Cloud Infrastructure- Compute- GPU-T1-GPU Per Hour.

22.2 Category 7 (2.7.1.6.12)

- Added SLA for Oracle Cloud Infrastructure – Database Management service.

22.3 Category 7 (2.7.1.6.26)

- Added SLA for Oracle Cloud Infrastructure – Logging service.

22.4 Category 7 (2.7.1.7.6)

- Removed SKU B93544 - Oracle Cloud Infrastructure- Compute- GPU-E4-GPU Per Hour.
- Removed SKU B93704 - Oracle Cloud Infrastructure- Compute- GPU-T1-GPU Per Hour.

23 DATE: SEPTEMBER 09, 2021

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

23.1 Category 7 (2.7.1.6.7)

- Added SKU B93544 - Oracle Cloud Infrastructure- Compute- GPU-E4-GPU Per Hour.
- Added SKU B93704 - Oracle Cloud Infrastructure- Compute- GPU-T1-GPU Per Hour.

23.2 Category 7 (2.7.1.6.30)

- Changed name of service from Oracle Cloud Infrastructure - Oracle Content and Experience Cloud to Oracle. Content Management.
- Updated names of SKUs B92637, B91210, B91211, B92217, and B93411 from Oracle Cloud Infrastructure - Oracle Content and Experience Cloud to reflect the new name Oracle Content Management.

23.3 Category 7 (2.7.1.6.31)

- Changed name of SKU B88327 from Oracle Cloud Infrastructure -Outbound Data Transfer -Gigabyte Outbound Data Transfer per month to Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in North America, Europe, and UK - Gigabyte Outbound Data Transfer Per Month

23.4 Category 7 (2.7.1.7.6)

- Added SKU B93544 - Oracle Cloud Infrastructure- Compute- GPU-E4-GPU Per Hour.
- Added SKU B93704 - Oracle Cloud Infrastructure- Compute- GPU-T1-GPU Per Hour.

24 DATE: AUGUST 02, 2021

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

24.1 Category 7 (2.7.1.6.3)

- Added suffix 'OCPU Per Hour' to Cloud Service name for SKU B91121.
- Added SKU B93555 - Oracle Big Data Service - OCPU Per Hour.

24.2 Category 7 (2.7.1.6.7)

- Changed commitment minimum from 99.99 to 99.9 to reflect the appropriate number indicated in Monthly Uptime of Single instance.
- Changed language to fix error of "Monthly Uptime Percentage" definition not including the single instance implementation.

24.3 Category 7 (2.7.1.7.2)

- Added suffix 'OCPU Per Hour' to Cloud Service name for SKU B91121.
- Added SKU B93555 - Oracle Big Data Service - OCPU Per Hour.

24.4 Category 7 (2.7.1.7.16)

- Added SKU B93546- Oracle Cloud Infrastructure - MySQL Database for HeatWave - Bare Metal Standard - E3 - Node Per Hour.

25 DATE: JUNE 25, 2021

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

25.1 Category 5

- Oracle Database Exadata Cloud at Customer from this section because it is already covered in Category 6.

25.2 Category 7 (2.7.1.6.7)

- Added SKU B93297 - Oracle Cloud Infrastructure - Compute - Standard - A1 - OCPU Per Hour.
- Added SKU B93298 - Oracle Cloud Infrastructure - Compute - Standard - A1 - Memory - Gigabyte Per Hour.

25.3 Category 7 (2.7.1.6.18)

- Increased Availability (Data Plane) SLA 10% credit threshold from 99.9% to 99.99%.

25.4 Category 7 (2.7.1.6.30)

- Added SKU B93411 - Oracle Content and Experience Cloud Service - Starter Edition - 5000 Assets Per Month.

25.5 Category 7 (2.7.1.7.6)

- Added SKU B93297 - Oracle Cloud Infrastructure - Compute - Standard - A1 - OCPU Per Hour.
  Added SKU B93298 - Oracle Cloud Infrastructure - Compute - Standard - A1 - Memory - Gigabyte Per Hour.

26 DATE: MAY 05, 2021

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

26.1 Statement of Changes (3.3)

- Rephrased the stated change for compute hourly single-instance percentage applied in the December 8th, 2020, update to clarify the positive impact it has to customers and amend the incorrect percentage listed to match the pillar document.

26.2 Category 7 (2.7.1.6.27)

- Increased Availability (Data Plane) SLA 10% credit threshold from 99.95% to 99.995%.

26.3 Category 7 (2.7.1.6.7)

- Added SKU B93311 - Oracle Cloud Infrastructure - Compute - Optimized - X9 - OCPU Per Hour.
- Added SKU B93312- Oracle Cloud Infrastructure - Compute - Optimized - X9 - Memory - Gigabyte Per Hour.

26.4 Category 7 (2.7.1.6.31)

- Added SKU B93455- Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in APAC, Japan, and South America - Gigabyte Outbound Data Transfer Per Month.
- Added SKU B93456- Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in Middle East and Africa - Gigabyte Outbound Data Transfer Per Month.

26.5 Category 7 (2.7.1.7.6)

- Added SKU B93311 - Oracle Cloud Infrastructure - Compute - Optimized - X9 - OCPU Per Hour.
- Added SKU B93312- Oracle Cloud Infrastructure - Compute - Optimized - X9 - Memory - Gigabyte Per Hour.

26.6 Category 7 (2.7.1.7.10)

- Added SKU B93306 – Oracle Cloud Infrastructure - Data Integration - Pipeline Operator Execution - Execution Hour.

26.7 Category 7 (2.7.1.7.17)

- Increased Manageability (Control Plane) SLA 10% credit threshold from 99.9% to 99.995%.

27 DATE: APRIL 1, 2021

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

27.1 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.

27.2 Category 6 (2.6)

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

27.3 Category 7 (2.7)

- Added Oracle Cloud Infrastructure – GoldenGate to Category 7 List.

27.4 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.

27.5 Category 7 (2.7.1.3)

- Changed the "Customer Success Manager" title to "Account Manager" title because Customer Success Managers are no longer the point of contact for SLA Claims, and we want to reflect the current title of the correct point of contact.

27.6 Category 7 (2.7.1.5)

- Added example of "denying or disabling access to the Cloud Services" to exclusions iii.

27.7 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.

27.8 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.

27.9 Category 7 (2.7.1.6.17)

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

27.10 Category 7 (2.7.1.6.19)

- Added Oracle Cloud Infrastructure – GoldenGate SLA.

27.11 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.

27.12 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.

27.13 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.

27.14 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.

27.15 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.

27.16 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.

28 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:

28.1 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".

28.2 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).

28.3 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 99.9%. This change was made to increase the single instance SLA and to align single instance outage to a monthly measurement like the other Compute implementations.
- 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.

28.4 Category 7 (2.7.1.6.29)
- Added SKU/part number B92637.

28.5 Category 7 (2.7.1.7.12)
- Added SKU/part number B92733.
- Added SKU/part number B92734.

28.6 Category 7 (2.7.1.7.16)
- Added SKU/part number B92807.
- Added SKU/part number B92962.
- Added SKU/part number B92963.

29 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:

29.1 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.

29.2 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.

29.3 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).

29.4 Section 3 (3.1)
- Created new section called "Oracle Information Security Practices – General".
- Added Sauce Video/Oracle Video Plus Security H&D policy exception.

29.5 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.

30 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:

30.1 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.

30.2 Category 1 (2.1)

- Added Service Level Objective for Key Management - Secrets.

30.3 Category 2 (2.2)

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

30.4 Category 3 (2.3)

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

30.5 Category 7 (2.7)

30.5.1 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.

30.5.1.1 Resolution of Conflicting Service Level Agreement Offering (2.7.1.4)

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

31 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:

31.1 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-month 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.

31.2 Category 1 (2.1)

- Added Service Level Objective for Kubernetes Engine.

31.3 Category 2 (2.2)

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

31.4 Category 3 (2.3)

- Added Service Level Objective for Marketplace and Console.

31.5 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.

31.5.1 Service Credits (2.7.1.2)

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

31.5.2 Common Exclusions (2.7.1.5)

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

31.6 Surge Protector (10)

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

32 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:

32.1 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).

32.2 Category 3 (2.3)

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

32.3 Category 6 (2.6)

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

32.4 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.

32.4.1 Definitions (2.7.1.1)

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

32.4.2 Claims (2.7.1.3)

- Clarified that these apply to "Category 7" services.

32.4.3 Resolution of Conflicting Service Level Agreement Offerings (2.7.1.4)

- Added new services to list.

32.4.4 Common Exclusions (2.7.1.)

- Consolidated Common exclusions and duplicate additional exclusions.

32.5 Oracle Always Free Cloud Services (9)

- Addition of this section.

32.6 General Updates

The following were updated throughout the document:
- Section numbering updated.
- Term "SKUs" was replaced with "SKUs."

33 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:

33.1 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.

33.2 Oracle Always Free Cloud Services (7)

- Addition of this new section.