ORACLE

Oracle Communications Security Shield Cloud Service

Service Descriptions and Metrics

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METRIC DEFINITIONS

"10K Transactions per month" is defined as ten thousand transaction units processed by the Oracle Cloud Service in a calendar month. An individual transaction unit is processed by the Oracle Cloud Service through an authentication, authorization, or identity verification request, or the application of a feature or function of the Oracle Cloud Service to a call or other network event.

"Telephone Number" is defined as each unique telephone number that is vetted using the Oracle Cloud Service to verify a customer's right of use during a calendar month.

GLOSSARY

"Oracle Communications Cloud Communication Service ("CCS")" is defined as an on-premise software component that acts as a virtual private network gateway to establish a secure communication tunnel between Your on-premise deployment of an Oracle Communications Enterprise Session Border Controller/Oracle Communications Session Border Controller or Oracle Communication Session Router and the Oracle Cloud Service.

"Oracle Enterprise Session Border Controller ("E-SBC")" connects disparate internet protocol (IP) communications networks while mitigating security threats and interoperability problems, promoting reliable communications, and protecting and controling real-time voice, video, and unified communications (UC) as they traverse IP network borders.

"Oracle Communications Session Border Controller ("SBC")" connects disparate IP communications networks while mitigating security threats and interoperability problems, and pomoting reliable communications to satisfy critical service provider requirements in the areas of security, interoperability, reliability and quality, and regulatory compliance.

"Oracle Communications Session Router ("SR")" is a session routing proxy, specifically designed to control the routing of large volumes of session signaling messages.

"Oracle Communications Security Shield Session Plug-in ("SPL")" is a software plug-in for Your SBC, E-SBC, or SR.

"Telephony Denial of Service ("TDoS") attack" is defined as an attempt by a malicious actor to initiate a high volume of calls against a target network, and keep such calls active for as long as possible to render the network unavailable to its intended users.

"Subscription Quota" is defined as the number of monthly transaction units for the Oracle Cloud Service purchased under an order, multiplied by twelve (12) to establish an annual quota.

"Transactions Per Second ("TPS")" is defined as the total number of transaction units in one (1) second.

ORACLE COMMUNICATIONS SECURITY SHIELD CLOUD SERVICE – SERVICE DESCRIPTIONS

Oracle Communications Security Shield Cloud Service

Part #: B92012 – Per 10k Transactions per Month

The Oracle Communications Security Shield Cloud Service helps protect telephony networks from malicious actors that launch network attacks such as TDoS through the following main features and functionality:

- Automated, real-time threat detection with caller behavior analysis.
- Basic spoofing detection.
- Call admission through customer-managed "allow" lists and blocklists.
- Dynamic risk assessment (i.e., call reputation scores).
- Automated enforcement protocols (e.g., to block malicious calls).
- Dashboard with real-time analytics and reporting capabilities.

Usage Limits

This Oracle Cloud Service is subject to the maximum number of the applicable metric specified in Your order. In addition, this Cloud Services will not process transactions in excess of the TPS set forth in the table below.

QUANTITY OF PART NO. B92012 ORDERED	MAXIMUM NUMBER OF TPS
1-100	25 TPS
101-250	50 TPS
251-700	75 TPS
701-1,250	100 TPS
1,251-1,750	125 TPS
1,751-2,250	150 TPS
2,251-3,000	200 TPS
>3,000	250 TPS

You are entitled to the following for the duration of the Services Period for this Oracle Cloud Service subject to any conditions set forth herein or in Your order:

- CCS.
- SR (only when your non-Oracle SBCs or similar functionality will be integrated with Oracle Communications Security Shield Cloud Service).

Disaster Recover and Target Service Availability

As described in the *Oracle Industries Cloud Services Pillar Document*, this Oracle Cloud Service has the following Recovery Time Objective ("RTO"), Recovery Point Objective ("RPO"), and Target Service Availability Level:

RTO	RPO	TARGET SERVICE AVAILABILITY
12 HOURS	1 HOUR	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to non-production use. The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability or a national or global emergency or during Unplanned Downtime.

The RTO, RPO, and Target Service Availability Level above apply only to the cloud components of this Oracle Cloud Service; they do not apply to any on-premise software component or product. Target service availability is measured based upon the number of transaction units sent from CCS that are processed by the Oracle Cloud Service. Additional information on the service level targets defined above is set forth in the *Oracle Industries Cloud Services Pillar Document* available at www.oracle.com/contracts.

Requirements

In order to use this Oracle Cloud Service, You must:

- Download, install, configure, and maintain a supported release (as determined by Oracle) of the CCS license components for the duration of the Services Period. If You have a technical support contract for the CCS application, downloads may be made from MyOracleSupport ("MOS") using Your assigned customer support identifier, or, if not, from the Oracle Software Distribution Center.
- Download, install, configure, and maintain a supported release (as determined by Oracle) of the SPL components on the E-SBC, SBC or SR (as applicable) for the duration of the Services Period. If You have a technical support contract for the CCS application, downloads may be made from MOS using Your assigned customer support identifier, or, if not, from the Oracle Software Distribution Center.
- Provide Oracle with all necessary information related to CCS to support troubleshooting activities (e.g., system and debug logs).
- Promptly purchase additional quantities of Oracle Cloud Services for any excess usage if You exceed Your Subscription Quota for this Cloud Service during an annual subscription period. The following features and functionality will be automatically removed until You purchase additional transaction units to account for such excess usage:
  a. Real-time analytics for the Oracle Communications Security Shield Cloud Service.

You consent to Oracle's use of call data in the Oracle Cloud Service for the limited purpose of evaluating and enhancing the capabilities of the Oracle Cloud Service machine learning algorithms.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Communications Security Shield Cloud Service, Premium Edition

Part #: B92013 – Per 10k Transactions per Month

Oracle Communications Security Shield Cloud Service Premium Edition helps protect telephony networks from malicious actors that launch network attacks through the following main features and functionality:

- Enhanced automated, real-time threat detection with caller behavior analysis, using additional third-party data.
- Fraud risk assessment.
- Enhanced spoofing and spam detection using third-party data.
- Enhanced call admission based on customer-managed "allow" lists, blocklists, and caller verification.
- Enhanced dynamic risk assessment (i.e., call reputation scores) using third-party data.
- Automated enforcement protocols (e.g., to block malicious calls).
- Dashboard with real-time analytics and reporting capabilities.

Usage Limits

This Oracle Cloud Service is subject to the maximum number of the applicable metric specified in Your order. In addition, this Cloud Services will not process transactions in excess of the TPS set forth in the table below.

QUANTITY OF PART NO. B92013 ORDERED	MAXIMUM NUMBER OF TPS
1-100	25 tps
101-250	50 tps
251-700	75 tps
701-1,250	100 tps
1,251-1,750	125 tps
1,751-2,250	150 tps
2,251-3,000	200 tps
>3,000	250 tps

You are entitled to the following for the duration of the Services Period for this Oracle Cloud Service subject to any conditions set forth herein or in Your order:

- CCS.
- SR (only when your non-Oracle SBCs or similar functionality will be integrated with the Oracle Communications Security Shield Cloud Service).

Disaster Recovery and Target Service Availability

As described in the *Oracle Industries Cloud Services Pillar Document*, this Oracle Cloud Service has the following RTO, RPO and Target Service Availability Level:

RTO	RPO	TARGET SERVICE AVAILABILITY
12 HOURS	1 HOUR	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to non-production use. The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability or a national or global emergency or during Unplanned Downtime.

The RTO, RPO, and Target Service Availability Level above apply only to the cloud components of the Oracle Cloud Service; they do not apply any on-premise software component or product. Target service availability is measured based upon the number of transaction units sent from CCS that are processed by the Oracle Cloud Service. Additional information on the service level targets defined above is set forth in the *Oracle Industries Cloud Services Pillar Document* available at www.oracle.com/contracts.

Requirements

In order to use this Oracle Cloud Service, You must:

- Download, install, configure, and maintain a supported release (as determined by Oracle) of the CCS license components for the duration of the Services Period. If You have a technical support contract for the CCS application, downloads may be made from MyOracleSupport ("MOS") using Your assigned customer support identifier, or, if not, from the Oracle Software Distribution Center.
- Download, install, configure, and maintain a supported release (as determined by Oracle) of the SPL components on the E-SBC, SBC or SR (as applicable) for the duration of the Services Period. If You have a technical support contract for the CCS application, downloads may be made from MOS using Your assigned customer support identifier, or, if not, from the Oracle Software Distribution Center.
- Provide Oracle with all necessary information related to CCS to support troubleshooting activities (e.g., system and debug logs).
- Promptly purchase additional quantities of Oracle Cloud Services for any excess usage if You exceed Your Subscription Quota for this Cloud Service during an annual subscription period. The following features and functionality will be automatically removed until You purchase additional transaction units to account for such excess usage:

  a. Real-time analytics for the Oracle Communications Security Shield Cloud Service Premium Edition.

  b. All enhanced functionality in Oracle Communications Security Shield Cloud Service Premium Edition using third-party data (i.e., automated threat detection, spoofing detection, and dynamic risk assessment).

You consent to Oracle's use of call data in the Oracle Cloud Service for the limited purpose of evaluating and enhancing the capabilities of the Oracle Cloud Service machine learning algorithms.

You consent to the Oracle Cloud Service using third-party services to obtain data (e.g., a risk score), about a telephone number, and to the request for such data being routed to a different geographical country or region in case of failover.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls

Part #: B97484 – Per 10k Transactions per Month

Oracle Communications Security Shield Cloud Service,Trusted Enterprise Calls, bolsters call answering rates for outbound calls and mitigates enterprise spoofing through the following main features and functionality:

- Telephone number reputation monitoring.
- Spam and number spoofing mitigation.
- Setting outbound call policies and rules.
- Ability to integrate with an agreed-upon, third party "call signing" vendor, i.e., an entity that can provide a certificate to create a signature as defined in IETF RFC8225 and such certificate is valid within the Federal Communication Commission's STIR/SHAKEN framework ("Call Signing Vendor").
- Dashboard with access to real-time analytics, including default and customized reporting capabilities.

Usage Limits

This Oracle Cloud Service is subject to the maximum number of the applicable metric specified in Your order. In addition, this Oracle Cloud Service will not process transactions in excess of the TPS set forth in the table below.

QUANTITY OF PART NO. B97484 ORDERED	MAXIMUM NUMBER OF TPS
1-100	25 TPS
101-250	50 TPS
251-700	75 TPS
701-1,250	100 TPS
1,251-1,750	125 TPS
1,751-2,250	150 TPS
>2,251	200 TPS

You are entitled to the following for the duration of the Services Period for this Oracle Cloud Service subject to any conditions set forth herein or in Your order:

- CCS.
- SR (only when your non-Oracle SBCs or similar functionality will be integrated with the Oracle Communications Security Shield Cloud Service).

Disaster Recover and Target Service Availability

As described in the *Oracle Industries Cloud Services Pillar Document*, this Oracle Cloud Service has the following Recovery Time Objective ("RTO"), Recovery Point Objective ("RPO"), and Target Service Availability Level:

RTO	RPO	TARGET SERVICE AVAILABILITY
12 HOURS	1 HOUR	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to non-production use. The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability or a national or global emergency or during Unplanned Downtime.

The RTO, RPO, and Target Service Availability Level above apply only to the cloud components of the Oracle Cloud Service; they do not apply any on-premise software component or product. Target service availability is measured based upon the number of transaction units sent from CCS that are processed by the Oracle Cloud Service.

Additional information on the service level targets defined above is set forth in the *Oracle Industries Cloud Services Pillar Document* available at www.oracle.com/contracts.

Third Party Services

The Call Signing Vendor is a Third Party Service as defined in the Master Agreement.

For the avoidance of doubt, Oracle is not responsible for the security, protection, or confidentiality of Your Content or Third Party Content (as such terms are defined in the Master Agreement) transmitted to the Call Signing Vendor.

Requirements

In order to use this Oracle Cloud Service, You must:

- Download, install, configure, and maintain a supported release (as determined by Oracle) of the CCS license components for the duration of the Services Period. If You have a technical support contract for the CCS application, downloads may be made from MyOracleSupport ("MOS") using Your assigned customer support identifier, or, if not, from the Oracle Software Distribution Center.
- Download, install, configure, and maintain a supported release (as determined by Oracle) of the SPL components on the E-SBC, SBC or SR (as applicable) for the duration of the Services Period. If You have a technical support contract for the CCS application, downloads may be made from MOS using Your assigned customer support identifier,or, if not, from the Oracle Software Distribution Center.
- Provide Oracle with all necessary information related to CCS to support troubleshooting activities (e.g., system and debug logs).
- Promptly purchase additional quantities of the Oracle Cloud Service for any excess usage if You exceed Your Subscription Quota for this part number during an annual subscription period. The

following features and functionality will be automatically removed until You purchase additional transaction units to account for such excess usage:

a. Real-time analytics for Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls.

b. Spam Tag Detection and Mitigation using Third Party Services.

- Procure a Call Signing Vendor under a separate contract (with such vendor).
- Be responsible for, and manage, the integration between Your Call Signing Vendor and the Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls.
- Promptly communicate all feedback and responses to Oracle, including during any testing.

You consent to Oracle's use of call data in the Oracle Cloud Service for the limited purpose of evaluating and enhancing the capabilities of the Oracle Cloud Service machine learning algorithms.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls, Attested Call

Part #: B97485 - Per 10k Transactions per Month

The Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls, Attested Call is an optional add-on service to the Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls. It provides the capability to attest that calls are from a legitimate source by adding a cryptographic signature (using signature or certificate attestation from a Call Signing Vendor (as such term is defined below).

This Cloud Service supersedes the following capability in the Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls (Part # B97484):

- Ability to integrate with an agreed-upon, third party "call signing" vendor, i.e., an entity that can provide a certificate to create a signature as defined in IETF RFC8225 and such certificate is valid within the Federal Communication Commission's STIR/SHAKEN framework ("Call Signing Vendor").

Pre-requisites

To use this Oracle Cloud Service, You must also purchase the following:

- Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls.
- Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls, Attested Number.

Disaster Recover and Target Service Availability

As described in the *Oracle Industries Cloud Services Pillar Document*, this Oracle Cloud Service has the following Recovery Time Objective ("RTO"), Recovery Point Objective ("RPO"), and Target Service Availability Level:

RTO	RPO	TARGET SERVICE AVAILABILITY
12 HOURS	1 HOUR	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to non-production use. The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability or a national or global emergency or during Unplanned Downtime.

The RTO, RPO, and Target Service Availability Level above apply only to the cloud components of the Oracle Cloud Service; they do not apply any on-premise software component or product. Target service availability is measured based upon the number of transaction units sent from CCS that are processed by the Oracle Cloud Service. Additional information on the service level targets defined above is set forth in the *Oracle Industries Cloud Services Pillar Document* available at www.oracle.com/contracts.

Third Party Data Sharing Consent

Third party content, that is call signatures, made available by, through, or as part of this Oracle Cloud Service is supplied by third parties. You consent to Oracle sending the received telephone numbers in a phone call to a third party for creating the call signatures and ensuring third party vendors can verify call validity.

Requirements

In order to use this Oracle Cloud Service, You must:

- Promptly communicate all feedback and responses to Oracle, including during any testing.
- Promptly purchase additional transaction units for any excess usage if You exceed Your Subscription Quota for this Oracle Cloud Service during an annual subscription period. The following features and functionality will be automatically removed until You purchase additional transaction units to account for such excess usage:
  a. Real-time analytics for Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls.
  b. The use of third-party content (i.e., call signatures).

You consent to Oracle's use of call data in the Oracle Cloud Service for the limited purpose of evaluating and enhancing the capabilities of the Oracle Cloud Service machine learning algorithms.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls, Attested Number

Part #: B107996 - Telephone Number

The Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls, Attested Number is an optional add-on service to Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls. It verifies that You have the right to use a telephone number. For telephone numbers whereby it is established that You have the right to use such telephone number, calls may be attested using a cryptographic signature.

This Oracle Cloud Service supersedes the following capability in the Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls (Part # B974845):

- Ability to integrate with an agreed upon, third party "call signing" vendor, i.e., an entity that can provide a certificate to create a signature as defined in IETF RFC8225 and such certificate is valid within the Federal Communication Commission's STIR/SHAKEN framework ("Call Signing Vendor").

Pre-requisites

To use this Oracle Cloud Service, You must also purchase the following:

- Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls.
- Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls, Attested Call.

Usage Limits

This Oracle Cloud Service is subject to the maximum number of the applicable metric specified in Your order.

Disaster Recover and Target Service Availability

As described in the *Oracle Industries Cloud Services Pillar Document*, this Oracle Cloud Service has the following Recovery Time Objective ("RTO"), Recovery Point Objective ("RPO"), and Target Service Availability Level:

RTO	RPO	TARGET SERVICE AVAILABILITY
12 HOURS	1 HOUR	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to non-production use. The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability or a national or global emergency or during Unplanned Downtime.

The RTO, RPO, and Target Service Availability Level apply only to the cloud components of the Oracle Cloud Service; they do not apply any on-premise software component or product. Target Service

Availability is measured based upon the number of transaction units sent from CCS that are processed by the Oracle Cloud Service.

Additional information on the service level targets defined above is set forth in the *Oracle Industries Cloud Services Pillar Document* available at www.oracle.com/contracts.

Third Party Data Sharing Consent

You consent to Oracle sending the telephone numbers You select to a third party for telephone number and "right-of-use" vetting.

Requirements

In order to use this Oracle Cloud Service, You must:

- Promptly communicate all feedback and responses to Oracle, including during any testing.

You consent to Oracle's use of call data in the Oracle Cloud Service for the limited purpose of evaluating and enhancing the capabilities of the Oracle Cloud Service machine learning algorithms.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.