

Oracle Enterprise Linux and Oracle VM Support Policies

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OVERVIEW

Unless otherwise stated, these Enterprise Linux and Oracle VM Support Policies apply to Enterprise Linux and Oracle VM support services for supported programs as defined in your Oracle Enterprise Linux and Oracle VM Services Agreement. Use of all patches, bug fixes, and other code received from Oracle as part of Enterprise Linux and Oracle VM support services is governed by the following terms of the [agreement](#) that you accepted upon downloading and/or installing the Enterprise Linux and/or Oracle VM program(s): (i) the terms in Section A – Terms for Enterprise Linux; (ii) the terms in Section B – Terms for Oracle VM–Server; and (iii) the terms in Section C – Terms for Oracle VM–Manager.

"You" and "your" refers to the individual or entity that has ordered Enterprise Linux and/or Oracle VM support services from Oracle or an authorized distributor.

To receive Enterprise Linux and/or Oracle VM support services as provided by Oracle Support Services (OSS) and described in the Enterprise Linux and Oracle VM Support Levels section below, all Enterprise Linux and Oracle VM programs must be properly licensed.

Enterprise Linux and Oracle VM programs include technical limitations such that 32 bit x86 platforms with greater than 32 cores or hyperthreads and 64 bit x86 platforms with greater than 64 cores or hyperthreads are not eligible to receive Enterprise Linux or Oracle VM support services.

Oracle will provide Enterprise Linux and Oracle VM support services in accordance with Oracle's privacy policy available at <http://www.oracle.com/html/privacy.html>.

These Enterprise Linux and Oracle VM Support Policies are subject to change at Oracle's discretion, however the services provided will not be materially reduced during the support period (defined below).

To view changes that have been made, please refer to the attached [Statement of Changes](#) (PDF).

SUPPORT TERMS

Enterprise Linux and Oracle VM Support Fees

Support fees for Enterprise Linux and Oracle VM support services are due and payable in advance of a support period, unless otherwise stated in the relevant ordering document or financing or payment contract with Oracle or an Oracle affiliate. Your commitment to pay is required to process your Enterprise Linux and/or Oracle VM support order with Oracle (e.g., purchase order, actual payment, or other approved method of payment). An invoice will be issued only upon receipt of your commitment to pay, and will be sent to a single billing address as designated by you. Failure to submit payment will result in the termination of support.

Support Period

Enterprise Linux and Oracle VM support services are effective upon the effective date of your ordering document unless stated otherwise in your ordering document. If your order was placed through the Oracle Store, the effective date is the date your order was accepted by Oracle. Unless otherwise stated in the ordering document, Enterprise Linux and Oracle VM support terms, including pricing, will reflect either a 12 month or 36 month support period (the "support period"). All Enterprise Linux and Oracle VM support services ordered for a support period and the related fees are non-cancelable and non-refundable. Oracle is not obligated to provide Enterprise Linux and Oracle VM support services beyond the end of the support period unless

your Enterprise Linux and/or Oracle VM support contract is renewed on or before the service expiration date.

Service Levels

If acquiring Enterprise Linux support services, all of your Oracle supported systems must be supported with any combination of Enterprise Linux Premier Support, Enterprise Linux Basic Support, and Enterprise Linux Network Support. If acquiring Oracle VM support services, all of your Oracle supported systems must be supported with Oracle VM Premier Support.

If you use or apply services or materials only available under a higher service level to a system supported with a lower service level, or to a system not supported by Oracle, you agree that you have upgraded such system to the higher service level, and commit to promptly order the appropriate services and pay the difference in fees prorated for the remainder of the term. For the purposes of calculating the prorated fees, service for the upgraded system will be deemed to have begun on the date such services or materials were used for, or applied to, such system. For purposes of this paragraph, the level of Enterprise Linux support services ranks as follows from highest to lowest: Enterprise Linux Premier Support, Enterprise Linux Basic Support, Enterprise Linux Network Support, and no support. Additionally, the level of Oracle VM support services ranks as follows from highest to lowest: Oracle VM Premier Support and no support.

If you add Priority Services for Enterprise Linux and Oracle VM, you still must maintain Enterprise Linux Premier Support and/or Enterprise Linux Basic Support or Oracle VM Premier Support for all of your Oracle supported systems; you must acquire Priority Service for all of your Oracle supported systems. Priority Service is not available with Enterprise Linux Network Support.

Technical Contacts

Your technical contacts are the sole liaisons between you and OSS for Enterprise Linux and/or Oracle VM support services of supported programs. It is the recommended standard that your technical contacts are trained representatives of your company. Such training shall include initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration. Your technical contacts should be knowledgeable about the Enterprise Linux operating system and/or the Oracle VM programs, and your Oracle environment in order to help resolve system issues and to assist Oracle in analyzing and resolving service requests. When submitting a service request, your technical contacts should have a baseline understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Oracle in diagnosing and triaging the problem. To avoid interruptions in Enterprise Linux and Oracle VM support services, you must notify OSS whenever technical contact responsibilities are transferred to another individual.

With the order of Enterprise Linux and/or Oracle VM support services, except Enterprise Linux Network Support, you may designate one (1) primary and four (4) backup individuals ("technical contact"), to serve as liaisons with OSS. With each USD\$250,000 in net support fees, you have the option to designate an additional two (2) primary and four (4) backup technical contacts. Your primary technical contact shall be responsible for (i) overseeing your service request activity, and (ii) developing and deploying troubleshooting processes within your organization. The backup technical contacts shall be responsible for resolving user issues. You may be charged a fee to designate additional technical contacts.

Oracle may review service requests logged by your technical contacts, and may recommend specific training to help avoid service requests that would be prevented by such training.

Payment Plan, Financing and Leasing Agreements

Support fees for Enterprise Linux and/or Oracle VM support services due under payment plans, financing or leasing agreements between you and Oracle or an Oracle affiliate ("payment plan") are due and payable in accordance with the terms and conditions of such payment plan, but the

Enterprise Linux and/or Oracle VM support services shall be ordered pursuant to the terms of the applicable ordering document.

Right to Desupport

It may become necessary as a part of Oracle's support lifecycle to desupport certain Enterprise Linux and Oracle VM program releases and, therefore, Oracle reserves the right to desupport certain Enterprise Linux and Oracle VM program releases. Enterprise Linux and Oracle VM program releases that are included in the attached "[Lifetime Support Policy: Coverage for Enterprise Linux and Oracle VM](#)" (PDF) document are excluded. Desupport information, including desupport dates, and information about migration paths for certain features, is posted on <http://linux.oracle.com/desupport.html>. Desupport information is subject to change. Oracle will provide updated desupport information on <http://linux.oracle.com/desupport.html> as necessary.

First and Second Line Support

It is the recommended standard that you establish and maintain the organization and processes to provide "First Line Support" for the supported programs directly to your users. First Line Support shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality or operation of the supported programs, (ii) a direct response to users with respect to problems or issues with the supported programs, (iii) a diagnosis of problems or issues of the supported programs, and (iv) a resolution of problems or issues of the supported programs.

If after reasonable commercial efforts you are unable to diagnose or resolve problems or issues of the supported programs, you shall contact Oracle for "Second Line Support". You shall use commercially reasonable efforts to provide Oracle with the necessary access (e.g., access to repository files, log files, or database extracts) required to provide Second Line Support. Oracle does not ensure its performance of the Enterprise Linux and Oracle VM support services described herein if such access is not provided by you when requested by Oracle.

Second Line Support shall include but not be limited to (i) a diagnosis of problems or issues of the supported programs and (ii) reasonable commercial efforts to resolve reported and verifiable errors in supported programs so that such supported programs perform in all material respects the functions described in the associated documentation.

Oracle may review service requests logged by your technical contacts, and may recommend specific organization and process changes to assist you with the above recommended standard practices.

ENTERPRISE LINUX AND ORACLE VM SUPPORT LEVELS

Enterprise Linux Premier Support

Enterprise Linux Premier Support will be available for five (5) years [support years one (1) through five (5)] from the date a release of the Enterprise Linux program becomes generally available. Enterprise Linux Premier Support consists of:

- Unlimited service requests¹,
- Access to patches, fixes², and security alerts,
- 24x7 access to Oracle *MetaLink* (web-based customer support system), including the ability to log service requests online,
- 24x7 access to Oracle Unbreakable Linux Network,
- Hardware certification³,
- Backport of fixes², using commercially reasonable efforts, for any Enterprise Linux program released from Oracle within the last six (6) months, or for any Linux program released from other vendors per the Backport Schedule available at <http://linux.oracle.com/backport-schedule.html>, and

- Right to use Oracle Management Pack for Linux in conjunction with your Enterprise Linux Premier Support. To access and download the Oracle Management Pack for Linux, go to http://www.oracle.com/technology/products/oem/omp_linux.html.

Enterprise Linux Premier Support will be available for an additional three (3) years [support years six (6) through eight (8)] (“Extended Support”) ⁴, but will be limited to all features listed above except hardware certification. During the Extended Support period, Enterprise Linux Premier Support will be subject to an additional fee.

For support years nine (9) and beyond (“Sustaining Support”) ⁴, Enterprise Linux Premier Support will be available indefinitely, but will be limited to all features listed above except (i) hardware certification, (ii) backport of fixes, and (iii) access to new patches, fixes, and security alerts. Access to patches, fixes, and security alerts created during the Premier Support period, and created during the Extended Support period for those customers who purchased Extended Support, will be provided.

Notes:

1. Service request assistance is provided for issues (including problems created by you) that are demonstrable in the currently supported release(s) of the Enterprise Linux program, running unaltered, and on an appropriate architecture and hardware configurations, as specified on <http://linux.oracle.com/hardware.html>. Supported release information for the Enterprise Linux program is available on <http://linux.oracle.com/supported.html>. Service request assistance also includes, but is not limited to, support topics as provided in the attached [Scope of Coverage](#) (PDF) document.
2. Oracle will only provide bug fixes for certain versions as provided on <http://linux.oracle.com/supported.html>.
3. Hardware certification will be provided for the first three (3) years from the date a release of the Enterprise Linux program becomes generally available. After three (3) years, hardware certification may be provided at Oracle's sole discretion, however Oracle is under no obligation to provide such hardware certification.
4. Refer to the attached [“Lifetime Support Policy: Coverage for Enterprise Linux and Oracle VM”](#) (PDF) document for specific Enterprise Linux program releases and the dates in which the above service deliverables are available. Because program releases supported by Sustaining Support are no longer fully supported, information and skills regarding those releases may be limited. The availability of hardware systems to run such program releases may also be limited.

Enterprise Linux Basic Support

Enterprise Linux Basic Support will be available for three (3) years [support years one (1) through three (3)] from the date a release of the Enterprise Linux program becomes generally available. Enterprise Linux Basic Support consists of:

- Unlimited service requests¹,
- Access to patches, fixes², and security alerts,
- 24x7 access to Oracle *MetaLink* (web-based customer support system), including the ability to log service requests online,
- 24x7 access to Oracle Unbreakable Linux Network,
- Hardware certification, and
- Right to use Oracle Management Pack for Linux in conjunction with your Enterprise Linux Basic Support. To access and download the Oracle Management Pack for Linux, go to http://www.oracle.com/technology/products/oem/omp_linux.html.

Enterprise Linux Basic Support will be available for an additional four (4) years [support years four (4) through seven (7)] (“Extended Support”) ³, but will be limited to all features listed above

except hardware certification. During the Extended Support period, Enterprise Linux Basic Support will be subject to an additional fee.

Notes:

1. Service request assistance is provided for issues (including problems created by you) that are demonstrable in the currently supported release(s) of the Enterprise Linux program, running unaltered, and on an appropriate architecture and hardware configurations, as specified on <http://linux.oracle.com/hardware.html>. Supported release information for the Enterprise Linux program is available on <http://linux.oracle.com/supported.html>. Service request assistance also includes, but is not limited to, support topics as provided in the attached [Scope of Coverage](#) (PDF) document.
2. Oracle will only provide bug fixes for certain versions as provided on <http://linux.oracle.com/supported.html>.
3. Refer to the attached [“Lifetime Support Policy: Coverage for Enterprise Linux and Oracle VM”](#) (PDF) document for specific Enterprise Linux program releases and the dates in which the above service deliverables are available.

Enterprise Linux Network Support

Enterprise Linux Network Support will be available for five (5) years [support years one (1) through five (5)] from the date a release of the Enterprise Linux program becomes generally available. Enterprise Linux Network Support consists of:

- Access to patches, fixes, and security alerts, and
- 24x7 access to Oracle Unbreakable Linux Network.

Oracle VM Premier Support

Oracle VM Premier Support will be available for five (5) years [support years one (1) through five (5)] from the date a release of the Oracle VM program becomes generally available. Oracle VM Premier Support consists of:

- Unlimited service requests¹,
- Access to patches, fixes², and security alerts,
- 24x7 access to Oracle *MetaLink* (web-based customer support system), including the ability to log service requests online,
- 24x7 access to Oracle Unbreakable Linux Network,
- Hardware certification³, and
- Backport of fixes², using commercially reasonable efforts, for any Oracle VM program released from Oracle within the last six (6) months.

Oracle VM Premier Support will be available for an additional three (3) years [support years six (6) through eight (8)] (“Extended Support”)⁴, but will be limited to all features listed above except hardware certification. During the Extended Support period, Oracle VM Premier Support will be subject to an additional fee.

For support years nine (9) and beyond (“Sustaining Support”)⁴, Oracle VM Premier Support will be available indefinitely, but will be limited to all features listed above except (i) hardware certification, (ii) backport of fixes, and (iii) access to new patches, fixes, and security alerts. Access to patches, fixes, and security alerts created during the Premier Support period, and created during the Extended Support period for those customers who purchased Extended Support, will be provided.

Notes:

1. Service request assistance is provided for issues (including problems created by you) that are demonstrable in the currently supported release(s) of the Oracle VM program, running unaltered, and on an appropriate architecture and hardware configurations, as specified on <http://linux.oracle.com/hardware.html>. Supported release information for the Oracle VM program is available on <http://linux.oracle.com/supported.html>. Service request assistance also includes, but is not limited to, support topics as provided in the attached [Scope of Coverage](#) (PDF) document.
2. Oracle will only provide bug fixes for certain versions as provided on <http://linux.oracle.com/supported.html>.
3. Hardware certification will be provided for the first three (3) years from the date a release of the Oracle VM program becomes generally available. After three (3) years, hardware certification may be provided at Oracle's sole discretion, however Oracle is under no obligation to provide such hardware certification.
4. Refer to the attached "[Lifetime Support Policy: Coverage for Enterprise Linux and Oracle VM](#)" (PDF) document for specific Oracle VM program releases and the dates in which the above service deliverables are available. Because program releases supported by Sustaining Support are no longer fully supported, information and skills regarding those releases may be limited. The availability of hardware systems to run such program releases may also be limited.

Priority Service for Enterprise Linux and Oracle VM

Priority Service for Enterprise Linux and Oracle VM is available for the supported programs receiving Enterprise Linux Premier Support, Enterprise Linux Basic Support, or Oracle VM Premier Support. Priority Service for Enterprise Linux and Oracle VM consists of:

- Prioritization of Service Requests: Service requests will be prioritized above service requests of the same severity level submitted by Enterprise Linux Premier Support, Enterprise Linux Basic Support and Oracle VM Premier Support customers
- Service Request Response Guidelines: Reasonable efforts will be made to respond to your service requests per the following guidelines:
 - 90% of Severity 1 service requests within 1 hour (available 24x7)
 - 90% of Severity 2 service requests within 2.5 local business hours
 - 90% of Severity 3 service requests within the next local business day
 - 90% of Severity 4 service requests within the next local business day
- Time-based internal escalations for Severity 1 and Severity 2 service requests
- An Oracle Service Delivery Manager ("SDM") who will be the designated point of contact for Severity 1 and mutually agreed upon Severity 2 service requests, collectively ("critical service requests"). The role of the SDM is to provide assistance in managing critical service requests as follows:
 - Defining your service request priorities,
 - Coordinating a virtual team of Oracle Premier Support delivery contributors, including your customer contact(s), to aid in the resolution of critical service requests,
 - Defining responsibilities, outstanding actions and the related action plan for resolving critical service requests,
 - At your request, helping to execute specific tasks on a critical service request managed by Oracle Premier Support,
 - Monitoring the virtual team activity and escalating critical service requests within Oracle Support and/or to your management as necessary,
 - Organizing communication between team members as necessary, and
 - Communicating the status of your critical service requests to your customer contact(s) and senior management.
- Prioritization of defects to Oracle's Product Development team for product bugs initiated for the resolution of service requests

- Monthly Service Request reviews
- Joint Contact and Escalation Guide
- 24x7 access to a customer-specific web portal
- Quarterly service reviews
- Pre-recorded orientation session
- Priority access to Oracle-sponsored events, as made available to Priority Service customers
- Access to monthly web conference sessions featuring Oracle product technology experts

Oracle may temporarily assign a different SDM when particular expertise is necessary for resolution of certain critical service requests, or when your SDM is not available. Oracle will not assign a temporary SDM who does not speak your local language without your prior consent.

WEB-BASED CUSTOMER SUPPORT SYSTEMS

OracleMetaLink

Access to *OracleMetaLink* is governed by the Terms of Use posted on the *OracleMetaLink* web site, which are subject to change. Access to *OracleMetaLink* is limited to your designated technical contacts, and is included with Enterprise Linux Premier Support, Enterprise Linux Basic Support, and Oracle VM Premier Support.

Oracle Unbreakable Linux Network

Access to the Oracle Unbreakable Linux Network is included with Enterprise Linux Premier Support, Enterprise Linux Basic Support, Enterprise Linux Network Support, and Oracle VM Premier Support.

ORACLE COLLABORATIVE SUPPORT

Oracle may make available software tools (such as tools to assist in the collection and transmission of configuration data) and web-based tools (such as tools that enable Oracle, with your consent, to access your computer system) to aid in the resolution of service requests. Such tools may be used only in connection with supported programs, and use of the tools will be subject to any additional license and other terms provided with the tools.

SEVERITY DEFINITIONS & RESPONSE GUIDELINES

Service requests may be submitted by you either online through *OracleMetaLink* or by telephone. The service request severity level is selected by you and Oracle and should be based on the following severity definitions:

Severity 1

Your production use of the supported programs is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts

Reasonable efforts will be made to respond to Severity 1 service requests within one (1) hour. OSS will work 24x7 until the issue is resolved or as long as useful progress can be made. You must provide OSS with a contact during this 24x7 period, either on site or by pager, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity

classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle.

Severity 2

You experience a severe loss of service. Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

Reasonable efforts will be made to respond to Severity 2 service requests within four (4) business hours. Status updates will be provided every three (3) business days, unless otherwise agreed.

Severity 3

You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

Reasonable efforts will be made to respond to Severity 3 service requests within four (4) business hours. Status updates will be provided as necessary, unless otherwise agreed.

Severity 4

You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

Reasonable efforts will be made to respond to Severity 4 service requests within four (4) business hours. Status updates will be provided as necessary, unless otherwise agreed.

CONTACT INFORMATION

Phone numbers and contact information for Enterprise Linux and Oracle VM support can be found on Oracle's support web site at <http://www.oracle.com/support/contact.html>.