

# Oracle Platform as a Service and Infrastructure as a Service – Oracle Academy -Tech Cloud Service Descriptions-

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## ***Glossary Public Cloud Services Academy***

**Hosted Environment:** is the combination of systems and supporting resources to which Oracle grants you access as part of the Oracle Cloud Services ordered by you that is (i) configured for the Oracle Programs operating on it and for specific uses as part of the Oracle Public Cloud Services, and (ii) used by Oracle to perform the Oracle Cloud Services. The Hosted Environment consists of the Production Environment, and any non-Production Environment(s), as referenced in the applicable Ordering Document and services policies.

**TB of Storage Capacity:** is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes through the Cloud Service.

**OCPU PER MONTH:** is defined as the number of Oracle Compute Unit (OCPU) hours used as part of the Oracle Database Cloud Service in a calendar month. An OCPU provides CPU capacity equivalent of one physical core of an Intel Xeon processor with hyper threading enabled. Each OCPU corresponds to two hardware execution threads, known as vCPUs. OCPU's come with a pre-defined amount of memory. Oracle Database Cloud Service supports two kinds of shapes for virtual machines - General Purpose and High Memory. High-Memory shapes have more memory associated with an OCPU than the General Purpose shapes.

## ***Oracle Database Cloud Service - Enterprise Edition- General Purpose –Non-metered-Academy-Hosted Environment***

Applicable Part # B83745

### **Description**

The Oracle Database Cloud Service Enterprise Edition General Purpose Academy environment is subject to the following quantities per month: 1 OCPU and 7.5 GB of Memory.

Oracle Database Cloud Service provides a dedicated 11gR2 or 12c single-node database instance with automated customer-controlled backup, patching, and DBMS management with cloud tooling. It provides broad SQL\*NET access and support Enterprise Manager and other DBMS tools. You can use the Oracle Database Cloud Service through the Oracle Database Cloud Service console.

### **Service Commitment**

Oracle will use commercially reasonable efforts to make Oracle Database Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

### **Definitions**

1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Database Cloud Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
  - When an instance has no external connectivity

### **Oracle Cloud Policies**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts), excepting as follows: when an instance of the Oracle Database CloudService is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

## ***Oracle Java Cloud Service -Enterprise Edition - General Purpose-Non-metered- Academy-Hosted Environment***

Applicable Part # B83746

### **Description**

The Oracle Java Cloud Service Enterprise Edition General Purpose Academy environment is subject to the following quantities per month: 1 OCPU and 7.5 GB of Memory.

This also includes a Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

Oracle Java Cloud Service provides a cloud-based application server – WebLogic 12c or 11g with automated customer-controlled provisioning, backup, patching, scaling with cloud tooling – designed to support any Java application. You can use the Oracle Java Cloud Service through the Oracle Java Cloud Service console.

### **Service Commitment**

Oracle will use commercially reasonable efforts to make Oracle Java Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

### **Definitions**

1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Java Cloud Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
  - When an instance has no external connectivity

### **Oracle Cloud Policies**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts), excepting as follows: when an instance of the Oracle Database CloudService is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

## ***Oracle Database Backup Service -Non-metered- Academy-TB of Storage Capacity***

Applicable Part # B83850

This Oracle Database Backup Cloud Service environment is subject to the following quantities:

One (1) TB of storage capacity; 1,000,000 PUT requests; and 1,000,000 GET requests per month. You may purchase in multiples of 1 TB in a single Oracle Database Backup Service instance to store Oracle Database Backups created using the Oracle Database Cloud Backup Module. The Oracle Database Cloud Backup Module can only be used with the Oracle Database Backup Service and not with any other cloud services - including Oracle Storage Cloud Service.

## Service Commitment

Oracle will use commercially reasonable efforts to make Oracle Storage Cloud Service available with a Monthly Uptime Percentage of at least 99.9% during any month of the Services Period (the “Service Commitment”).

## Definitions

1. Monthly Uptime Percentage =  $100 - \text{the average number of the Error Rates from each one-hour period in a given month of the Services Period}$ . Monthly Uptime Percentage measurements exclude Unplanned Downtime as defined in the Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies.
2. “Error Rate” is the total number of Failed Storage Transactions divided by the total number of storage transactions during a one-hour time interval. The total number of storage transactions includes Failed Storage Transactions.
3. A Failed Storage Transaction is any of the following transactions that did not meet the defined “success criteria” when processed:

| No | Request Type                                     | Success Criteria   |
|----|--|--|
| 1  | Authenticate a known account                     | Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds. |
| 2  | HEAD request on a known account                  | Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds. |
| 3  | PUT of a new container                           | Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds. |
| 4  | PUT of a 1K object to a container                | Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds. |
| 5  | GET of a 1K object from a container              | Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds. |
| 6  | DELETE of a 1K object from a container           | Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds. |
| 7  | DELETE of a container                            | Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds. |
| 8  | Internet-based connection availability (UP/DOWN) | Connectivity is available  |

## Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts), excepting as follows: when an instance of the Oracle Database CloudService is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

## **Oracle Storage Cloud Service-Non-metered- Academy-TB of Storage Capacity**

Applicable Part # B83748

This Oracle Storage Cloud Service environment is subject to the following quantities:

One (1) TB of storage capacity; 1,000,000 PUT requests; and 1,000,000 GET requests per month.

### **Service Commitment**

Oracle will use commercially reasonable efforts to make Oracle Storage Cloud Service available with a Monthly Uptime Percentage of at least 99.9% during any month of the Services Period (the “Service Commitment”).

### **Definitions**

1. Monthly Uptime Percentage = 100 – the average number of the Error Rates from each one-hour period in a given month of the Services Period. Monthly Uptime Percentage measurements exclude Unplanned Downtime as defined in the Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies.
2. “Error Rate” is the total number of Failed Storage Transactions divided by the total number of storage transactions during a one-hour time interval. The total number of storage transactions includes Failed Storage Transactions.
3. A Failed Storage Transaction is any of the following transactions that did not meet the defined “success criteria” when processed:

| No | Request Type                      | Success Criteria   |
|----|-----------------------------------|--|
| 1  | Authenticate a known account      | Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds. |
| 2  | HEAD request on a known account   | Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds. |
| 3  | PUT of a new container            | Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds. |
| 4  | PUT of a 1K object to a container | Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds. |

|   |  |  |
|---|--|--|
| 5 | GET of a 1K object from a container              | Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds. |
| 6 | DELETE of a 1K object from a container           | Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds. |
| 7 | DELETE of a container                            | Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds. |
| 8 | Internet-based connection availability (UP/DOWN) | Connectivity is available  |

### Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts), excepting as follows: when an instance of the Oracle Database Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

## **Oracle Compute Cloud Service-Block Storage-Non-metered- Academy-TB of Storage Capacity**

Applicable Part # B83749

This Oracle Compute Cloud Service environment is subject to the following quantities:

One (1) TB of storage capacity.

### Service Commitment

Oracle will use commercially reasonable efforts to make Oracle Block Storage Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the "Service Commitment").

### Definitions

1. "Monthly Uptime Percentage" is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Block Storage Cloud Service was in the state of "Unavailable."
2. "Unavailable" or "Unavailability" mean:
  - When an instance has no external connectivity

### Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts), excepting as follows: when an instance of the Oracle Database CloudService is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.