



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.

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 (“SBC”) and the Oracle Cloud Service.

“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.

ORACLE COMMUNICATIONS SECURITY SHIELD CLOUD SERVICE – SERVICE DESCRIPTIONS

Oracle Communications Security Shield Cloud Service – Per 10k Transactions per Month

Part #: B92012

Oracle Communications Security Shield Cloud Service (“OCSSC”) helps protect telephony networks from malicious actors that launch networks 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 whitelists and blacklists.
- Dynamic risk assessment (i.e., call reputation scores).
- Automated enforcement protocols (e.g., to block malicious calls).
- Dashboard with real-time analytics and with reporting capabilities.

Usage Limits: OCSSC is subject to the maximum number of the applicable metric defined in your order. You must promptly purchase additional quantities of the applicable Oracle Cloud Service for any excess usage, as measured over an annual subscription period.

Service Level Targets:

The service level targets for this Oracle Cloud Service are as follows:

RECOVERY TIME OBJECTIVE	RECOVERY POINT OBJECTIVE	SERVICE AVAILABILITY
12 HOURS	1 HOUR	99.5%

The service level targets above apply only to the cloud components of OCSSC; they do not apply to the CCS. Target system availability is measured based upon the number of transaction units sent from the CCS that are processed by the Oracle Cloud Service.

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

Requirements: To use this Oracle Cloud Service, You must:

1. Obtain licenses under a separate contract for the Oracle Cloud Communication Service (“CCS”) application.
2. Download, install, configure, and maintain a supported release of the CCS license components on the SBC(s) for the duration of the Services Period, version 1.0.0 or the latest generally available release. If You have a technical support contract for CCS application, downloads may be made from MyOracleSupport using Your assigned customer support identifier, or, if not, from the Oracle Software Distribution Center.
3. Provide Oracle with information related to CCS as requested to support troubleshooting activities (e.g., system and debug logs).

4. If you exceed Your Subscription Quota 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 OCSSC and OCSSC Premium; and (b) all enhanced functionality in OCSSC Premium 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.

Oracle Cloud Policies: Your order for this Oracle Cloud Service is also subject to the applicable documentation for the service located at www.oracle.com/contracts.

Oracle Communications Security Shield Cloud Service, Premium Edition – Per 10k Transactions per Month

Part #: B92013

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

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

Usage Limits: OCSSC Premium is subject to the maximum number of the applicable metric defined in your order. You must promptly purchase additional quantities of the applicable Oracle Cloud Service for any excess usage, as measured over an annual subscription period.

Service Level Targets:

The service level targets for this Oracle Cloud Service are as follows:

RECOVERY TIME OBJECTIVE	RECOVERY POINT OBJECTIVE	SERVICE AVAILABILITY
12 HOURS	1 HOUR	99.5%

The service level targets above apply only to the cloud components of OCSSC Premium; they do not apply to CCS. Target system availability is measured based upon the number of transaction units sent from the CCS that are processed by the Oracle Cloud Service.

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

Requirements: To use this Oracle Cloud Service, You must:

1. Obtain licenses under a separate contract for the Oracle Cloud Communication Service (“CCS”) application.
2. Download, install, configure, and maintain a supported release of the CCS license components on the SBC(s) for the duration of the Services Period, version 1.0.0 or the latest generally available release. If You have a technical support contract for the CCS application, downloads may be made from MyOracleSupport using Your assigned customer support identifier, or, if not, from the Oracle Software Distribution Center.
3. Provide Oracle with information related to CCS as requested to support troubleshooting activities (e.g., system and debug logs).
4. If you exceed Your Subscription Quota 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 OCSSC and OCSSC Premium; and (b) all enhanced functionality in OCSSC Premium 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 a third-party service 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: Your order for this Oracle Cloud Service is also subject to the applicable documentation for the service located at www.oracle.com/contracts.