Oracle SaaS Public Cloud Services- Pillar Document Statement of Changes

Effective Date: June 2022 Version 2.3 | Last Update: March 2022

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SECTION 1: VERSION 2.3, JUNE 1, 2022

This document outlines changes made to:

- Oracle SaaS Cloud Services Pillar Document dated March 2022 and reflected in Oracle SaaS Cloud Services Pillar Document dated June 2022

The following changes are made to the Oracle SaaS Cloud Services Pillar Document dated March 2022 and reflected in the Oracle SaaS Cloud Services Pillar Document dated June 2022:

1.1   Oracle Cloud Service Level Agreement (Section 3):
- Expanded the commitment for service credits in the 10% band to include the increase in Service Level Availability to 99.9%:
  - *Service Availability* (3.2)
- Removed exceptions for Oracle Responsys Automatic Failover for Transactional Messages and Oracle Commerce Cloud Service to provide 99.9% Service Level Availability:
  - *Service Availability* (3.2)

SECTION 2: VERSION 2.2, MARCH 1, 2022

This document outlines changes made to:

- Oracle SaaS Cloud Services Pillar Document dated December 2021 and reflected in Oracle SaaS Cloud Services Pillar Document dated March 2022

The following changes are made to the Oracle SaaS Cloud Services Pillar Document dated December 2021 and reflected in the Oracle SaaS Cloud Services Pillar Document dated March 2022:

1.2   Oracle Cloud Service Continuity Policy (Section 2):
- Removed an exception related to disaster recovery in the Japan data center for HCM:
  - *Cloud Service Backup Strategy (2.2)*

SECTION 3: VERSION 2.1, DECEMBER 1, 2021

This document outlines changes made to:

- Oracle SaaS Cloud Services Pillar Document dated June 2021 and reflected in Oracle SaaS Cloud Services Pillar Document dated December 2021

The following changes are made to the Oracle SaaS Cloud Services Pillar Document dated June 2021 and reflected in the Oracle SaaS Cloud Services Pillar Document dated December 2021:

1.3   Oracle Cloud Service Level Agreement (Section 3):
- Expanded a commitment to allow for termination if the Target Service Availability Level (or Target Service Uptime) is missed 3 times in a 6 consecutive month period:
  - *Termination for Unavailability*

1.4   Oracle Cloud Service Level Agreement (Section 3):

- Some content modified to provide clarify on requirements for submitting services credit requests:
    - *Service Availability* (3.2)

SECTION 4: VERSION 2.0, JUNE 1, 2021

This document outlines changes made to:

- Oracle SaaS Cloud Services Pillar Document dated December 2020 and reflected in Oracle SaaS Cloud Services Pillar Document dated June 2021

The following changes are made to the Oracle SaaS Cloud Services Pillar Document dated December 2020 and reflected in the Oracle SaaS Cloud Services Pillar Document dated June 2021:

1.5   Oracle Cloud Security Policy (Section 1):

- Removed exceptions for Oracle DataFox Cloud Service and Oracle Custom Guided Learning Service:
    - *Physical Security Safeguards* (1.2)

1.6   Oracle Cloud Service Level Agreement (Section 3):

- Clarification provided on claiming service credits:
    - *Service Availability* (3.2)

1.7   Oracle Cloud Support Policy (Section 5):

- Replaced LaunchPad with Learning Explorer
- Removed Guided Learning Starter Pack – functionality retired due to lack of utilization

SECTION 5: VERSION 1.9, DECEMBER 1, 2020

This document outlines changes made to:

- Oracle SaaS Cloud Services Pillar Document dated November 2020 and reflected in Oracle SaaS Cloud Services Pillar Document dated December 2020

The following changes are made to the Oracle SaaS Cloud Services Pillar Document dated November 2020 and reflected in the Oracle SaaS Cloud Services Pillar Document dated December 2020:

1.8   Oracle Cloud Security Policy (Section 1):

- Added a statement that Oracle Identity Manager (OIM) entitlements are required to access the Cloud Services Environments:
    - *Data Access Controls* (1.4)

1.9   Oracle Cloud Service Continuity Policy (Section 2):

- Removed all Service listings from the Disaster Recovery section with no RTO/RPO:

o   *Disaster Recovery for Oracle SaaS Public Cloud Services* (2)

SECTION 6: VERSION 1.8, NOVEMBER 1, 2020

This document outlines changes made to:

- Oracle SaaS Cloud Services Pillar Document dated August 2020 and reflected in Oracle SaaS Cloud Services Pillar Document dated November 2020

The following changes are made to the Oracle SaaS Cloud Services Pillar Document dated August 2020 and reflected in the Oracle SaaS Cloud Services Pillar Document dated November 2020:

1.10   Oracle Cloud Support Policy (Section 5):

- Removed Oracle CrowdTwist Cloud Service exception:
  - o   *Oracle Cloud Support Policy* (5)

SECTION 7: VERSION 1.7, AUGUST 1, 2020

This document outlines changes made to:

- Oracle SaaS Cloud Services Pillar Document dated June 2020 and reflected in Oracle SaaS Cloud Services Pillar Document dated August 2020

The following changes are made to the Oracle SaaS Cloud Services Pillar Document dated June 2020 and reflected in the Oracle SaaS Cloud Services Pillar Document dated August 2020:

1.11   Oracle Cloud Security Policy (Section 1):

- Added Oracle CrowdTwist Cloud Service exception:
  - o   *Physical Security Safeguards* (1.2)

1.12   Oracle Cloud Service Continuity Policy (Section 2):

- Renamed Oracle SaaS Cloud at Customer Services to Oracle SaaS at Customer Services:
  - o   *Cloud Service Backup Strategy* (2.2)
- Removed Oracle Internet of Things Blockchain Applications on Service listings to avoid redundancy with Oracle Intellegent Track and Trace Cloud Service:
  - o   *Disaster Recovery for Oracle SaaS Public Cloud Services*

1.13   Oracle Cloud Support Policy (Section 5):

- Added Support information for Oracle CrowdTwist Cloud Service:
  - o   *Oracle Cloud Support Policy* (5)

SECTION 8: VERSION 1.6, JUNE 1, 2020

This document outlines changes made to:

- Oracle SaaS Cloud Services Pillar Document dated April 2020 and reflected in Oracle SaaS Cloud Services Pillar Document dated June 2020

The following changes are made to the Oracle SaaS Cloud Services Pillar Document dated April 2020 and reflected in the Oracle SaaS Cloud Services Pillar Document dated June 2020:

1.14   Oracle Cloud Service Continuity Policy (Section 2):
- Removed numbering on Service listings:
  - *Disaster Recovery for Oracle SaaS Public Cloud Services* (2.3)

1.15   Oracle Cloud Service Level Agreement (Section 3):
- Modified the details for Service Credits to include availability bands and an increased cap:
  - *Service Availability* (3.2)
- Modified the requirements for Service Credits to include eligibility in the first month:
  - *Service Availability* (3.2)
- Modified the requirements for Service Credits to include 60 days to claim:
  - *Service Availability* (3.2)

SECTION 9: VERSION 1.5, APRIL 1, 2020

This document outlines changes made to:

- Oracle SaaS Cloud Services Pillar Document dated March 2020 and reflected in Oracle SaaS Cloud Services Pillar Document dated April 2020

The following changes are made to the Oracle SaaS Cloud Services Pillar Document dated March 2020 and reflected in the Oracle SaaS Cloud Services Pillar Document dated April 2020:

1.16   Oracle Cloud Security Policy (Section 1):
- Removed Oracle Warehouse Management Cloud Service exception:
  - *Physical Security Safeguards* (1.2)

1.17   Oracle Cloud Service Continuity Policy (Section 2):
- Oracle CX Unity Cloud Service added to list of services with no RTO and RPO (#41):
  - *Disaster Recovery for Oracle SaaS Public Cloud Services* (2.3)

SECTION 10: VERSION 1.4, MARCH 1, 2020

This document outlines changes made to:

- Oracle SaaS Cloud Services Pillar Document dated December 2019 and reflected in Oracle SaaS Cloud Services Pillar Document dated March 2020

The following changes are made to the Oracle SaaS Cloud Services Pillar Document dated December 2019 and reflected in the Oracle SaaS Cloud Services Pillar Document dated March 2020:

1.18   Oracle Cloud Security Policy (Section 1):

- Added Oracle Custom Guided Learning Service:
    - *Physical Security Safeguards* (1.2)

1.19   Oracle Cloud Support Policy (Section 5):

- Some content modified to provide clarification on digital customer resources:
    - *Oracle Cloud Support Policy* (5)

1.20   Oracle Cloud Support Policy (Section 5):

- Removed reference to Quickstart Live Events now available in Launchpad:
    - *Oracle Cloud Support Policy* (5)

SECTION 11: VERSION 1.3, DECEMBER 1, 2019

This document outlines changes made to:

- Oracle SaaS Cloud Services Pillar Document dated October 2019 and reflected in Oracle SaaS Cloud Services Pillar Document dated December 2019

The following changes are made to the Oracle SaaS Cloud Services Pillar Document dated October 2019 and reflected in the Oracle SaaS Cloud Services Pillar Document dated December 2019:

1.21   Oracle Cloud Service Continuity Policy (Section 2):

- Removed the exception for Oracle Responsys Marketing Platform Cloud Service:
    - *Oracle Cloud Services Backup Strategy* (2.2)
- Removed the exception for Oracle Push Cloud Service:
    - *Oracle Cloud Services Backup Strategy* (2.2)
- Service names were modified or grouped to align with published Service names:
    - *Disaster Recovery for Oracle SaaS Public Cloud Services* (2.3)
- Some content modified to provide clarity on Disaster Recovery requirements for Oracle SaaS Cloud at Customer Services:
    - *Disaster Recovery for Oracle SaaS Public Cloud Services* (2.3)

1.22   Oracle Cloud Change Management Policy (Section 4):

- Some content modified to provide clarity on End of Life:
    - *End of Life* (4.2.2)

SECTION 12: VERSION 1.2, OCTOBER 1, 2019

This document outlines changes made to:

- Oracle SaaS Cloud Services Pillar Document dated July 2019 and reflected in Oracle SaaS Cloud Services Pillar Document dated October 2019

The following changes are made to the Oracle SaaS Cloud Services Pillar Document dated July 2019 and reflected in the Oracle SaaS Cloud Services Pillar Document dated October 2019:

1.23 Scope:

- Some content added to provide clarity on section numbers

1.24 Oracle Cloud Service Continuity Policy (Section 2):

- Oracle CoBrowse Cloud Service added to list of services with no RTO and RPO (#44):
  - *Disaster Recovery for Oracle SaaS Public Cloud Services* (2.3)
- Renamed RightNow Cloud Service to Oracle RightNow Service Cloud with RTO of 12 hours and RPO of 1 hour (#6):
  - *Disaster Recovery for Oracle SaaS Public Cloud Services* (2.3)
- Renamed Oracle RightNow Video Chat Cloud Service to Livelook Video Chat Cloud Service with no RTO and RPO (#31):
  - *Disaster Recovery for Oracle SaaS Public Cloud Services* (2.3)

1.25 Oracle Cloud Service Level Agreement (Section 3):

- Definition added for Applicable Cloud Service Fees:
  - *Service Availability* (3.2)
- Some content modified to improve clarity on Service Availability Level:
  - *Service Availability* (3.2)
- Some content modified to improve clarity on Service Credits:
  - *Service Availability* (3.2)
- Definition added for Target Service Availability Level (or Target Service Uptime):
  - *Service Availability* (3.2)
- Some content modified to improve clarity on Termination for Unavailability:
  - *Service Availability* (3.2)

- Removed exception for Oracle RightNow CoBrowse Cloud Service:
  - *Customer Monitoring & Testing Tools* (3.4.2)

1.26 Oracle Cloud Suspension and Termination Policy (Section 6):

- Removed exception for Oracle RightNow CoBrowse Cloud Service:
  - *Termination of Oracle Cloud Services* (6.1)

SECTION 13: VERSION 1.1, JULY 1, 2019

This document outlines changes made to:

- Oracle SaaS Cloud Services Pillar Document dated June 2019 and reflected in Oracle SaaS Cloud Services Pillar Document dated July 2019

The following changes are made to the Oracle SaaS Cloud Services Pillar Document dated June 2019 and reflected in the Oracle SaaS Cloud Services Pillar Document dated July 2019:

1.27 Oracle Cloud Physical Security Policy (Section 1):

- Added Datafox Cloud Service:
    - *Physical Security Safeguards* (1.2)

1.28 Oracle Cloud Service Continuity Policy (Section 2):

- Some content modified to improve clarity on Recovery Time Objective:
    - *Disaster Recovery for Oracle SaaS Public Cloud Services* (2.3)
- Redundant Disaster Recovery statement for Oracle Warehouse Management Service removed:
    - *Disaster Recovery for Oracle SaaS Public Cloud Services* (2.3)
- Oracle DataFox Cloud Service added to list of services with no RTO and RPO (#43):
    - *Disaster Recovery for Oracle SaaS Public Cloud Services* (2.3

SECTION 14: VERSION 1.0, JUNE 1, 2019

This document outlines changes made to:

- Oracle SaaS Cloud Services Pillar Document dated May 2019 and reflected in Oracle SaaS Cloud Services Pillar Document dated June 2019

The following changes are made to the Oracle SaaS Cloud Services Pillar Document dated May 2019 and reflected in the Oracle SaaS Cloud Services Pillar Document dated June 2019:

1.29 Oracle Cloud Service Continuity Policy (Section 2):

- Changed the Product Name from Oracle Fusion Customer Relationship Management Cloud Service to Oracle Fusion Sales and Service Cloud Service:
    - *Disaster Recovery for Oracle SaaS Public Cloud Services* (2.3)
- Changed the Product Name from Oracle Social Data & Insight Cloud Service to Oracle Social Data & Insight Account and Contact Enrichment Cloud Service:
    - *Disaster Recovery for Oracle SaaS Public Cloud Services* (2.3)

1.30 Oracle Cloud Service Level Agreement (Section 3):

- Changed the title of Oracle Cloud Service Level Objective Policy:
    - *Service Availability* (3.2)
- Added a commitment to provide Customers with service credits:
    - *Service Availability* (3.2)
- Added a commitment to provide Customers with Termination for Unavailability:
    - *Service Availability* (3.2)

1.31 Oracle Cloud Change Management Policy (Section 4):

- Some content modified to provide clarity on End of Life Services:

- *End of Life* (4.2.2)

1.32 Oracle Cloud Suspension and Termination Policy (Section 6):

- Some content modified to improve clarity on confirmation of data deletion:
  - *Oracle Cloud Suspension and Termination Policy* (6)