
Oracle Exadata Technical Support Policies ~ Statement of Changes

Effective Date: 7-April-2014

This section describes the changes made to the Oracle Exadata Technical Support Policies dated June 3, 2013 and reflected in the Oracle Exadata Technical Support Policies dated April 7, 2014:

Note: The changes noted below were made to align the Oracle Exadata Technical Support Policies with Oracle's other technical support policies.

Table of Contents

- New section added
- Sections within the Oracle Exadata Technical Support Policies have been numbered for ease of reference

Overview

- In the seventh paragraph, added reference to Oracle's Global Customer Support Security Practices

Support Terms - Technical Support Fees

- In the first sentence, (i) replaced "ordering document" with "order", (ii) replaced "financing or payment contract" with "payment plan, financing or leasing agreement" and (iii) added "(payment plan)"
- In the second sentence, added "payment or" before "commitment"
- At the end of the third sentence, added "technical" and "services" before and after "support"
- Added a new fourth sentence

Support Period

- In the first and third sentences, changed "ordering document" to "order"
- Changed the fourth sentence from "All technical support services ordered for a support period and the related fees are non-cancelable and non-refundable" to "Once placed, your order for technical support services is non-cancelable and the sums paid non-refundable, except as provided in the relevant order"

Reinstatement of Oracle Technical Support

- In the second sentence of the fourth paragraph, changed "ordering document" to "order"

Technical Contacts

- In the first paragraph: (i) replaced "of programs" with "services" at the end of the first sentence and (ii) added "supported" before "programs" in the third sentence
- In the first sentence of the second paragraph, removed "With the order of Software Update License & Support"

Support Terms – Program Updates

- In the first sentence removed the quotes around "Updates"

Payment Plan, Financing, and Leasing Agreements

- This section deleted (content incorporated into Technical Support Fees section)

Lifetime Support

- Content moved from the Support Terms section into a separate section
- Modified the fifth paragraph

Oracle Technical Support Levels – Extended Support

- At the end of the first paragraph, added "Unless otherwise stated in the section, supported program releases eligible for Extended Support will receive Oracle Exadata Premier Support limited to the following"

Oracle Technical Support Levels – Sustaining Support

- Created a new first paragraph; moved content from the end of this section to the first paragraph
- Under “Exadata Storage Server Software,” (i) removed the first sentence (“Sustaining Support will be available after Exadata Premier Support expires) and (ii) modified the first two bullets to clarify and to include reference to Extended Support (bullet 2)
- Under “Oracle Linux”, removed the first sentence (“Sustaining Support will be available after Exadata Premier Support expires”)

Tools Used to Perform Technical Support Services

- In the first sentence of the third paragraph, changed “ordering document” to “order”

June 3, 2013

Note: The changes noted below were made to align the Oracle Exadata Technical Support Policies with Oracle's other technical support policies.

Overview

- Update the fifth paragraph to add Oracle Linux content (content moved from another section)

Support Terms – Lifetime Support

- Moved Extended Support content from the fourth to the third paragraph
- Updated the fifth paragraph by adding “and if offered” after “Alternatively”
- Added new sixth paragraph linking to the “Lifetime Support Policy: Coverage for Oracle Linux and Oracle VM” (content moved from another section)

Support Terms – Right to Desupport

- Combined the first and second sentences; replaced “under Exadata Premier Support are governed by” with “expressly identified within”; and added “will be governed by the terms of the Lifetime Support Policy to the end of the sentence

Support Terms – First and Second Line Support

- In the second sentence of the second paragraph, added “however please do not provide Oracle with access to any health, payment card, or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices Section below.”
- Deleted the third sentence of the second paragraph – “Oracle does not warrant its performance of the technical support described herein if you do not provide such access at Oracle’s request”

Support Terms – Third Party Vendor-Specific Support Terms

- In the second sentence added “product” after “supported”

Oracle Technical Support Levels – Exadata Premier Support

- In the first paragraph, removed “is the standard level for support of Exadata programs and this Oracle support service”
- Under the subsection “Support for the Oracle Linux programs consists of:”, the following modifications were made: (i) in the first bullet added “security patches”, (ii) modified the sixth bullet to clarify availability of backport of fixes, (iii) in the seventh bullet removed the link to Oracle Management Pack for Linux, (iv) added new bullets eight and nine
- In the Notes section, (i) moved the first and second sentences of note 1 to the Overview section (see above), (ii) removed note 2 regarding bug fixes and (iii) updated the hardware certification time frames in note 3 from four years to six years

Oracle Technical Support Levels – Sustaining Support

- Under the subsection “Exadata Storage Server Software”, added a second sentence to the first bullet clarifying access for customers who do not maintain Extended Support
- Under the subsection “Oracle Linux”, (i) removed the link to Oracle Management Pack for Linux in the fourth bullet, (ii) added “security patches” to the fifth bullet, (iii) added new bullets six and seven and (iv) moved last paragraph linking to the “Lifetime Support Policy: Coverage for Oracle Linux and Oracle VM” (see above). Under “Sustaining Support for the Oracle Linux programs does not include,” (i) moved bullet three to bullet one, (ii) added “security patches” to the new first bullet and (ii) added a new second bullet – “24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below”

Oracle Technical Support Levels – Oracle Premier Support for Systems

- Added new section

Web-Based Customer Support Systems

- Under “My Oracle Support, (i) deleted “relevant” and replaced with “My Oracle Support” before “web site, (ii) created a new second sentence that reads “The Terms of Use are subject to change and a copy of these terms is available upon requests, and (iii) removed the last sentence which read – Access to My Oracle Support is included with Exadata Premier Support

Tools Used to Perform Technical Support Services

- New section added

Global Customer Support Security Practices

- In the first paragraph, the following changes were made: (i) in the second sentence, added the URL to the Global Customer Support Security Practices and (ii) in the third sentence, “Global Customer Support” was added before “Security Practices”
- In the first sentence of the second paragraph, “global customer support” was added before “services”

Contact Information

- Updated the URL
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September 23, 2011**Support Terms – Reinstatement of Oracle Technical Support**

- Clarifications made throughout this section

Support Terms – Right to Desupport

- Deleted the second and fourth sentences
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August 16, 2011**Support Terms – Reinstatement of Oracle Technical Support**

- Deleted paragraph 2
- Added new paragraphs 2, 3 and 4

Global Customer Support Security Practices

- Added a new second paragraph regarding sensitive data
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March 21, 2011

Overview

- Modified the first paragraph and added a new second paragraph to clarify that the Oracle Exadata Technical Support Policies apply only to Oracle Exadata products acquired (i) prior to March 16, 2010 and/or (ii) between March 16, 2010 and May 31, 2010 with a 3-year warranty.
- Updated link to the Oracle services privacy policy.

Support Terms – Reinstatement of Oracle Technical Support

- Added new first paragraph to clarify that reinstatement policy applies to Oracle Exadata products acquired (i) prior to March 16, 2010 and/or (ii) March 16, 2010 and May 31, 2010 with a 3-year warranty.

Support Terms – Lifetime Support

- In the last paragraph updated the Lifetime Support Policy to “Lifetime Support Policy: Coverage for Technology Products.”

Oracle Technical Support Levels - Exadata Premier Support

- Changed references from “Enterprise Linux” to “Oracle Linux.”
- Updated link for Oracle Management Pack

Oracle Technical Support Levels – Extended Support

- Changed reference from “Enterprise Linux” to “Oracle Linux.”

Oracle Technical Support Levels – Sustaining Support

- Changed references from “Enterprise Linux” to “Oracle Linux.”
- Updated link for Oracle Management Pack
- Updated the Lifetime Support Policy to “Lifetime Support Policy: Coverage for Technology Products.”

Oracle Technical Support Levels – Software Update License & Support

- Updated link

Oracle Technical Support Levels – Oracle Linux

- Changed references from “Enterprise Linux” to “Oracle Linux.”
- Updated link

Oracle Technical Support Levels – Oracle VM

- Changed reference from “Enterprise Linux” to “Oracle Linux.”
- Updated link

Web-Based Customer Support Systems

- Changed reference from “Enterprise Linux” to “Oracle Linux.”

Contact Information

- Updated link

March 30, 2010**Overview**

- In the fourth paragraph, modified (i) “(including problems created by you)” to read “(including problems you create)” and (ii) “on an appropriate hardware” to read “on a certified hardware.”
- Updated the seventh paragraph regarding material reduction to align with OLSA language.
- Added reference and link to the Oracle Exadata Technical Support Policies Statement of Changes.

Support Terms – Technical Support Fees

- Modified the second to the last sentence to read – “An invoice will be issued only upon receipt of your commitment to pay, and will be sent to a single billing address that you designate.”

Support Terms – Support Period

- Removed the following from the last sentence – “unless your technical support contract is renewed on or before the service expiration date.”

Support Terms – Matching Service Levels

- Added the following as a second sentence – “If you add Extended Support, you still must maintain Exadata Premier Support for the entire license set; subject to availability, you must acquire Extended Support for all licenses of a particular version release of a program if you acquire Extended Support for any license in such version release.”

Support Terms – Unsupported Programs

- Added the following in the first sentence of this section - “are not entitled to download or.”

Support Terms – Technical Contacts

- Replaced the second sentence of the first paragraph with – “Your technical contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration.”
- In the third and fourth sentences of the first paragraph, replaced “should” with “must.”

Support Terms - Program Updates

- In the third sentence, modified “(availability is determined by Oracle)” to read “(as determined by Oracle).”

Support Terms – Right to Desupport

- Modified the first sentence to read – “It may become necessary as a part of Oracle’s product lifecycle to desupport certain program releases and, therefore, Oracle reserves that right; however, program releases that are under Exadata Premier Support are governed by Oracle’s Lifetime Support policy.”
- Removed the second sentence – “Program releases that are designated as subject to Exadata Premier Support under Oracle’s Lifetime Support policy are excluded.”
- Replaced references to Oracle *MetaLink* with My Oracle Support.

Support Terms – First and Second Line Support

- In the first sentence of the first paragraph, removed “It is the recommended standard that you” and replaced with “You are required to.”
- Modified the second paragraph as follows:
 - In the first sentence, removed “of” and replaced with “in” and removed “shall” and replaced with “may.”
 - Modified the last sentence to read – “Oracle does not warrant its performance of the technical support described herein if you do not provide such access at Oracle’s request.”
- In the third paragraph, removed “include but not be limited to” and replaced with “consist of” and replaced “the functions” with “as.”

Support Terms – Third Party Vendor-Specific Support Terms

- In the second sentence, added “and supported” after “certified.”

Oracle Technical Support Levels – Exadata Premier Support

- Removed references to Oracle *MetaLink*.
- Removed references to Sustaining Support.
- In note #2, added “of an Enterprise Linux program.”
- In note #3, changed “three” to “four.”
- Removed note #4

Oracle Technical Support Levels – Extended Support

- Removed references to Oracle *MetaLink*.
- Clarified that Extended Support is not available for the Enterprise Linux programs.

Oracle Technical Support Levels – Sustaining Support

- Specified Sustaining Support deliverables for Exadata Storage Server Software and Enterprise Linux.

Web-Based Customer Support Systems

- Removed references to Oracle *MetaLink*.