Oracle PaaS and IaaS Public Cloud Services

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1 Scope
This document applies to Oracle PaaS and IaaS Public Cloud Services purchased by You, and supplements the Oracle Cloud Hosting and Delivery Policies incorporated into Your order.

2 Oracle Cloud Objective Policy: Target Service Uptime
Following the end of each calendar month of the applicable Services Period, Oracle measures the Service Availability Level or Service Uptime for Oracle PaaS and IaaS Public Cloud Services over the immediately preceding month. The Target Service Uptime for Oracle PaaS and IaaS Public Cloud Services, as well as the calculation of the measured Service Uptime and definition of Unplanned Downtime, is set forth in and subject to the section titled Oracle Cloud Service Level Agreement of the Oracle Cloud Hosting and Delivery Policies and as otherwise defined below for specific categories of Oracle PaaS and IaaS Public Cloud Services. Except as set forth below in the section titled Service Level Agreements or as otherwise stated in Your order, no service credits are provided due to the failure to meet a specified Service Commitment for an Oracle PaaS and IaaS Public Cloud Service under the Oracle Cloud Hosting and Delivery Policies or this document.

2.1 Category 1
2.1.1 Service Commitment
Commencing at Oracle’s activation of the applicable Oracle PaaS and IaaS Public Cloud Service, Oracle works to meet the Target Service Uptime of 99.95% for the following:

1. Oracle Java Cloud Service
2. Oracle Application Container Cloud Service
3. Oracle SOA Cloud Service
4. Oracle API Manager Cloud Service
5. Oracle Managed File Transfer Cloud Service
6. Oracle GoldenGate Cloud Service
7. Oracle Data Integrator Cloud Service
8. Oracle WebCenter Portal Cloud Service
9. Oracle Event Hub Cloud Service
10. Oracle Big Data Cloud Service – Compute Edition
11. Oracle API Platform Cloud Service Classic
12. Oracle Data Integration Platform Cloud Service Classic
13. Oracle Visual Builder Cloud Service Classic
14. Oracle Integration Cloud Service Classic
15. Oracle Apiary Cloud Service
16. Oracle Self Service Integration Cloud
17. Oracle Visual Builder Cloud Service
18. Oracle Container Engine for Kubernetes

2.1.2 Definitions
The following definitions apply for purposes of calculating the Service Uptime of the Oracle PaaS and IaaS Public Cloud Services included within this Category 1:

- “Unavailable” or “Unavailability” means any time during which a problem with the Oracle PaaS and IaaS Public Cloud Service prevents external connectivity to any of Your instances of such Service.

2.2 Category 2
2.2.1 Service Commitment
Commencing at Oracle’s activation of the applicable Oracle PaaS and IaaS Public Cloud Service, Oracle works to meet the Target Service Uptime of 99.9% for the following:
1. Oracle Database Backup Service
2. Oracle Cloud Infrastructure Object Storage Classic
3. Oracle Cloud Infrastructure Registry
4. Oracle Cloud Infrastructure Developer Tools
5. Oracle Cloud Infrastructure Resource Manager
6. Oracle Cloud Infrastructure Cloud Shell

2.2.2 Definitions
The following definitions apply for purposes of calculating the Service Uptime of the Oracle PaaS and IaaS Public Cloud Services included within this Category 2:

- “Service Uptime” is measured by Oracle over the immediately preceding calendar month by (a) subtracting from 100, the sum of the Error Rate of each hour of that month (the “Error Rate Sum”), (b) dividing the Error Rate Sum by the total number of hours in that month, and (c) multiplying the result by 100 to determine a percent figure.

- “Error Rate” is the total number of Failed Service REST API Calls in a one-hour time interval in the measured month of the Services Period of the applicable Services divided by the total number of Service REST API Calls during that one-hour time interval.

- A “Service REST API Call” is any HTTP Request that fulfills the applicable Service’s REST API specification.

- A “Failed Service REST API Call” is any Service REST API Call processed by Your User that results in a 5xx (Server Error) class of status code.

2.3 Category 3

2.3.1 Service Commitment
Commencing at Oracle’s activation of the applicable Oracle PaaS and IaaS Public Cloud Service, Oracle works to meet the Target Service Uptime of 99.95% for the following:

1. Oracle Messaging Cloud Service
2. Oracle Database Cloud Service – Multitenant Edition
3. Oracle Java Cloud Service – SaaS Extension
4. Oracle Application Builder Cloud Service
5. Oracle Business Intelligence Cloud Service
6. Oracle Data Visualization Cloud Service
7. Oracle Documents Cloud Service
8. Oracle Sites Cloud Service
9. Oracle Integration Cloud Service Classic - Standard
10. Oracle Integration Cloud Service Classic - Enterprise
11. Oracle Internet of Things Cloud Service
12. Oracle Internet of Things Cloud Service – Enterprise
13. Oracle Internet of Things Production Monitoring Cloud Service
14. Oracle Internet of Things Asset Monitoring Cloud Service
15. Oracle Application Performance Monitoring Cloud Service
16. Oracle IT Analytics Cloud Service
17. Oracle Log Analytics Cloud Service
18. Oracle Mobile Cloud Service Classic
19. Oracle Process Cloud Service
20. Oracle Big Data Preparation Cloud Service  
21. Oracle Big Data Discovery Cloud Service  
22. Oracle Database Exadata Express Cloud Service  
23. Oracle Identity Cloud Service  
24. Oracle CASB Cloud Service  
25. Oracle Analytics Cloud Classic  
26. Oracle Cloud Infrastructure Identity and Access Management  
27. Oracle Mobile Cloud Enterprise Classic  
28. Oracle Content and Experience Cloud Service Classic  
29. Oracle Management Cloud  
30. Oracle Analytics Cloud  
31. Oracle API Platform Cloud Service  
32. Oracle Content and Experience Cloud Service  
33. Oracle Data Integration Platform Cloud Service  
34. Oracle Mobile Hub Cloud Service  
35. Oracle Digital Assistant Cloud Service  
36. Oracle Blockchain Platform Cloud Service  
37. Oracle Cloud Infrastructure Marketplace  
38. Oracle Cloud Infrastructure Console

2.3.2 Definitions
The following definitions apply for purposes of calculating the Service Uptime of the Oracle PaaS and IaaS Public Cloud Services included within this Category 3:

- “Unavailable” or “Unavailability” means any time during which a problem with the Oracle PaaS and IaaS Public Cloud Service prevents external connectivity for all Your instances of such Service.

2.4 Category 4

2.4.1 Service Commitment
Commencing at Oracle’s activation of the applicable Oracle PaaS and IaaS Public Cloud Service, Oracle works to meet the Target Service Uptime of 99.95% for the following:

1. Oracle Big Data Cloud Service – Starter Pack – 3 Nodes  
2. Oracle Big Data SQL Cloud Service

2.4.2 Definitions
The following definitions apply for purposes of calculating the Service Uptime of the Oracle PaaS and IaaS Public Cloud Services included within this Category 4:

- “Unavailable” or “Unavailability” means any time during which a problem with the Oracle PaaS and IaaS Public Cloud Service prevents external connectivity for all Your nodes for such Service.

2.5 Category 5

2.5.1 Service Commitment
Commencing at Oracle’s activation of the applicable Oracle PaaS and IaaS Public Cloud Service, Oracle works to meet the Target Service Uptime of 99.95% for the following:

1. Oracle Cloud Infrastructure Compute Classic  
2. Oracle Cloud Infrastructure Container Service Classic  
3. Oracle Cloud at Customer  
4. Oracle Database Exadata Cloud at Customer  
5. Oracle Cloud Infrastructure Ravello Service
6. Oracle Cloud Infrastructure Dedicated Compute Classic
7. Oracle Cloud Infrastructure Load Balancer Classic
8. Oracle Cloud Infrastructure Load Balancer

2.5.2 Definitions

The following definitions apply for purposes of calculating the Service Uptime of the Oracle PaaS and IaaS Public Cloud Services included within this Category 5:

- “Unavailable” or “Unavailability” means any time during which a problem with the Oracle PaaS and IaaS Public Cloud Service prevents: (i) external connectivity for all Your instances of such Service, and (ii) access to Your attached block storage volumes for such Service.

2.6 Category 6

This section intentionally left blank.

2.7 Category 7

For the Category 7 Services listed below, the following section, titled Service Level Agreements, applies in lieu of subsection 3.2 (Service Availability) of section 3 (Oracle Cloud Service Level Agreement) of the Oracle Cloud Hosting and Delivery Policies.

1. Oracle Cloud Infrastructure - API Gateway
2. Oracle Cloud Infrastructure - Autonomous Data Warehouse
3. Oracle Cloud Infrastructure - Autonomous Transaction Processing
4. Oracle Cloud Infrastructure - Block Volume
5. Oracle Cloud Infrastructure - Compute
6. Oracle Cloud Infrastructure - Data Safe
7. Oracle Cloud Infrastructure - Database - Dense I/O
8. Oracle Cloud Infrastructure - Database Backup Cloud Service
9. Oracle Cloud Infrastructure - Database Cloud Service
10. Oracle Cloud Infrastructure - Database Exadata Service
11. Oracle Cloud Infrastructure - Digital Assistant
12. Oracle Cloud Infrastructure - DNS
13. Oracle Cloud Infrastructure - Email
14. Oracle Cloud Infrastructure - FastConnect
15. Oracle Cloud Infrastructure - File Storage
16. Oracle Cloud Infrastructure - Functions
17. Oracle Cloud Infrastructure - Health Checks
18. Oracle Cloud Infrastructure - Integration Cloud
19. Oracle Cloud Infrastructure - Key Management
20. Oracle Cloud Infrastructure - Load Balancer
21. Oracle Cloud Infrastructure - Monitoring
22. Oracle Cloud Infrastructure - NoSQL Database Cloud
23. Oracle Cloud Infrastructure - Notifications Service
24. Oracle Cloud Infrastructure - Object Storage
25. Oracle Cloud Infrastructure - Outbound Data Transfer
26. Oracle Cloud Infrastructure - Streaming Service
27. Oracle Cloud Infrastructure - Web Application Firewall

2.7.1 Service Level Agreements

2.7.1.1 Definitions

The following terms apply to all of the subsections within this section (Service Level Agreements).

- “Availability Domain” refers to one or more data centers located within a Region. Availability domains are separate from each other and fault tolerant.
- “Block Size” refers to the maximum length of a sequence of bytes or bits (specifically for data transmission and storage).
- “Fault Domain” is a collection of servers that share common resources, such as power and network connectivity.
- “FIO” is a benchmarking and workload simulation tool. FIO synthetically simulates performance numbers for various types of workloads, block size and read write mix. More details on FIO can be found at https://docs.us-phoenix-1.oraclecloud.com/Content/Block/Concepts/blockvolumeperformance.htm.
- “IOPS” (which is also referred to as input/output operations per second) is a metric used to characterize performance of storage devices such as hard disks (HDD), solid state drives (SSD) and storage area networks (SAN).
- “OCIDs” are unique identifiers for resources in an Oracle Cloud Infrastructure Category 7 Service that contain metadata about the resources.
- “One AD Region” refers to a Region in which Oracle has one Availability Domain.
- “Oracle Cloud Infrastructure Category 7 Service” (or “Oracle Cloud Infrastructure Category 7 Services” in plural) refers to an Oracle PaaS or IaaS Public Cloud Service that is listed in this section titled Category 7.
- “Non-Compliant Service” refers to an Oracle Cloud Infrastructure Category 7 Service for which the applicable Service Commitment under this section (Service Level Agreements) is not met.
- “Region” refers to a localized geographic area in which one or more Oracle data centers are located.
- “VCN” is a customizable private network within the Oracle Cloud Infrastructure cloud.

### 2.7.1.2 Service Credits

This subsection (Service Credits) sets forth the terms regarding the grant to You of service credits (“Service Credits”) arising from Oracle’s failure to meet a Service Commitment set forth in this section (Service Level Agreements) with respect to an applicable Oracle Cloud Infrastructure Category 7 Service. The grant of these Service Credits are YOUR EXCLUSIVE REMEDY AND ORACLE’S ENTIRE LIABILITY when Oracle has not met a Service Commitment under this section (Service Level Agreements). Service Credits will only be provided for the specific Oracle Cloud Infrastructure Category 7 Service for which the applicable Service Commitment has not been met.

Oracle will calculate Service Credits as a percentage of the net fees paid by You for the quantity of the relevant Non-Compliant Service actually used during a Measured Period (as defined below), with the (i) percentage amount (the “Service Credit Percentage”) as set forth in the Service Commitment specified for such Service in this section (Service Level Agreements), and (ii) the fees and usage based on the rates and metric set forth for such Service in Your order (pro-rated as necessary). A “Measured Period” is a calendar month (or hourly period for an Oracle Cloud Infrastructure Category 7 Service with a Service Commitment that is hourly based), during which You have deployed the applicable Oracle Cloud Infrastructure Category 7 Service pursuant to the application of Oracle Monthly or Annual Universal Credits for PaaS and IaaS or pursuant to an Oracle Pay as You Go (PAYG) model (as such terms are described in the Oracle PaaS and IaaS Universal Credits Service Descriptions document or in Your order, as applicable).

With respect to Oracle Cloud Infrastructure Category 7 Services purchased under a Pay as You Go model, any Service Credits will be added to Your Pay as You Go balance in the calendar month following Oracle’s approval of Your claim. You must use those Service Credits within the calendar month in which the Service Credits are granted. Any unused Service Credits will expire at the end of the calendar month in which the Service Credits are granted and You may not carry those Service Credits over to another month.

With respect to Oracle Cloud Infrastructure Category 7 Services purchased pursuant to Oracle Monthly Universal Credits for PaaS and IaaS, any Service Credits will be added to Your Universal Credit balance in the monthly credit period (as defined in Your order for such Services) following Oracle’s approval of Your claim. You must use those Service Credits within the monthly credit period in which the Service Credits are granted. Any unused Service Credits will expire at the end of the monthly credit period in which the Service Credits are granted and You may not carry those Service Credits over to another monthly credit period.

With respect to Oracle Cloud Infrastructure Category 7 Services purchased pursuant to Oracle Annual Universal Credits for PaaS and IaaS, any Service Credits will be added to Your Universal Credits balance in the calendar month following Oracle’s approval of Your claim. You must use those Service Credits within the annual credit period (as defined in Your order for such Services) in which the Service Credits are granted. Any unused Service Credits will expire at the end of the annual credit period in which the Service Credits are granted and You may not carry those Service Credits over to another annual credit period.
Notwithstanding the above, Service Credits related to an order for Oracle Monthly or Annual Universal Credits for PaaS and IaaS are deemed forfeited where the grant of the Service Credits would fall in a monthly period following the expiration of the Services Period applicable to such order, unless You execute with Oracle a replenishment order for Oracle Monthly or Annual Universal Credits whose Services Period covers the relevant monthly period. For the avoidance of doubt, Service Credits will only be granted under this section (Service Level Agreements) for Oracle Cloud Infrastructure Category 7 Services that You have actually deployed during the applicable Measured Period pursuant to the application of Oracle Monthly or Annual Universal Credits for PaaS and IaaS or pursuant to an Oracle Pay as You Go model.

2.7.1.3 Claims

In order to be considered to receive Service Credits, You must file a claim with Oracle in accordance with the terms listed in this subsection. You must submit the claim either through the “My Oracle Support” portal or by contacting Your customer success manager and You must include all of the information required for Oracle to validate the claim, including but not limited to:

(i) a detailed description of the circumstances for Your claim that the applicable Oracle Cloud Infrastructure Category 7 Service did not meet its Service Commitment;
(ii) information regarding the time and duration of the downtime that caused the applicable Oracle Cloud Infrastructure Category 7 Service not to meet its Service Commitment;
(iii) the names of the applicable Oracle Cloud Infrastructure Category 7 Service that did not meet its Service Commitment;
(iv) the Region in which the applicable Oracle Cloud Infrastructure Category 7 Service did not meet its Service Commitment;
(v) the names of the relevant OCIDs, including tenancy OCID, compartment(s) OCID, and affected resource OCID(s);
(vi) a description of Your attempts to resolve the issue that caused the applicable Oracle Cloud Infrastructure Category 7 Service not to meet its Service Commitment at the time of the occurrence of such issue; and
(vii) relevant documentation/logs (such as audit console and OS events/logs) that can confirm that the applicable Oracle Cloud Infrastructure Category 7 Service did not meet its Service Commitment.

In order for Oracle to consider a claim, Oracle must receive the claim within sixty (60) calendar days from when the issue occurred that caused the applicable Oracle Cloud Infrastructure Category 7 Service not to meet its Service Commitment. Oracle will use commercially reasonable efforts to process claims within sixty (60) days of Oracle’s receipt of a claim. You must continue to be in compliance with the Oracle Cloud Services agreement referenced in Your order for You to be eligible to receive Service Credits.

2.7.1.4 Resolution of Conflicting Service Level Agreement Offering

Oracle offers several different service level agreements as defined in this section (Service Level Agreements). In the event an issue were to trigger multiple instances where a Service Commitment (as defined below in each subsection) for a particular Oracle Cloud Infrastructure Category 7 Service is not met, Oracle will resolve the issue in accordance with the least restrictive service level agreement and You may receive Service Credits only for the service level agreement listed under the “Resolution order” column in the table below. Service level agreements range from least restrictive (data plane) to more restrictive (control plane) to most restrictive (performance).

<table>
<thead>
<tr>
<th>SLAs types offered</th>
<th>Resolution order</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Data Plane followed by Control Plane followed by Performance</td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure Compute Data Plane</td>
<td>Control Plane</td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure Block Volume Data Plane</td>
<td>Control Plane</td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure Category</td>
<td>Data Plane</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>Object Storage</td>
<td>Data Plane</td>
</tr>
<tr>
<td>FastConnect</td>
<td>Data Plane</td>
</tr>
<tr>
<td>DNS</td>
<td>Data Plane</td>
</tr>
<tr>
<td>Email</td>
<td>Data Plane</td>
</tr>
<tr>
<td>File Storage</td>
<td>Data Plane</td>
</tr>
<tr>
<td>Web Application Firewall</td>
<td>Data Plane</td>
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<tr>
<td>Database – Dense I/O</td>
<td>Data Plane</td>
</tr>
<tr>
<td>Database Cloud Service</td>
<td>Data Plane</td>
</tr>
<tr>
<td>Database Exadata Service</td>
<td>Data Plane</td>
</tr>
<tr>
<td>Database Backup Cloud Service</td>
<td>Data Plane</td>
</tr>
<tr>
<td>API Gateway</td>
<td>Data Plane</td>
</tr>
<tr>
<td>Autonomous Transaction Processing</td>
<td>Data Plane</td>
</tr>
<tr>
<td>Autonomous Data Warehouse</td>
<td>Data Plane</td>
</tr>
<tr>
<td>Data Safe</td>
<td>Data Plane</td>
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<tr>
<td>Digital Assistant</td>
<td>Data Plane</td>
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<tr>
<td>Functions</td>
<td>Data Plane</td>
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<tr>
<td>Health Checks</td>
<td>Data Plane</td>
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<tr>
<td>Key Management</td>
<td>Data Plane</td>
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<tr>
<td>Load Balancer</td>
<td>Data Plane</td>
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<tr>
<td>Monitoring</td>
<td>Data Plane</td>
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<tr>
<td>MySQL Database</td>
<td>Data Plane</td>
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<tr>
<td>Outbound Data Transfer</td>
<td>Data Plane</td>
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<tr>
<td>NoSQL Database Cloud</td>
<td>Data Plane</td>
</tr>
<tr>
<td>Notifications Service</td>
<td>Data Plane</td>
</tr>
<tr>
<td>Streaming Service</td>
<td>Data Plane</td>
</tr>
<tr>
<td>Integration Cloud</td>
<td>Data Plane</td>
</tr>
</tbody>
</table>

Notwithstanding the provisions of this section (Service Level Agreements), if Your order with Oracle, or the Service Specifications applicable to Your order for a particular Oracle Cloud Infrastructure Category 7 Service, provides a right to receive a higher amount of Service Credits, then You may receive the Service Credits under the provision which provides for the highest amount of Service Credits to You, but You may not recover Service Credits under multiple provisions for the same event.
2.7.1.5 Common Exclusions

A Service Commitment for an Oracle Cloud Infrastructure Category 7 Service does not apply to any unavailability, suspension or termination of the applicable Non-Compliant Service, or any other performance issue that results from the following (each a “Common Exclusion” and, collectively the “Common Exclusions”):

(i) Your equipment, software or other technology and/or third-party equipment, software or other technology (other than third party equipment within Oracle’s direct control);

(ii) For Oracle Cloud Infrastructure Category 7 Services that are inter-related (i.e., such Cloud Services operationally interface with, or are functionally dependent on, one another), if Oracle determines the failure of one Cloud Service (the “Primary Service”) to meet its Service Commitment is the root cause of any unavailability of the other Cloud Service (the “Inter-Related Unavailability”), then You may receive Service Credits as a result of the Inter-Related Unavailability only for the Primary Service, but not such other Cloud Service (i.e., the Inter-Related Unavailability will be excluded from the calculation of whether or not such other Cloud Service meets its Service Commitment);

(iii) Any actions or inactions of You, Your Users or any third party (other than any Oracle agents and contractors who Oracle has engaged to perform the applicable Oracle Cloud Infrastructure Category 7 Service) (e.g., restarting, stopping, or patching a database, filling up storage, mis-configuring database parameters, installation of third party agents/software, mis-configuring security groups, VCN configurations or credential settings, disabling encryption keys or making the encryption keys inaccessible, not allocating adequate resources for Your workload or exceeding limits specified in Your order for the Oracle Cloud Infrastructure Category 7 Service, third party malicious acts against You or Your Users, etc.); and

(iv) Anything that is excluded from Unplanned Downtime as described in Section 3.3 (Unplanned Downtime) of the Oracle Cloud Hosting and Delivery Policies (provided that, for the purposes of Your order of an Oracle Cloud Infrastructure Category 7 Service, the Common Exclusions will not include any unavailability of such Service to the extent it results from a maintenance period that was not selected or otherwise agreed to by You).

In addition, if the failure to meet the Service Commitment applicable to an Oracle Cloud Infrastructure Category 7 is impacted by factors other than those used in Oracle’s calculation, then Oracle may issue Service Credits for the applicable Service considering such factors at Oracle’s discretion.

2.7.1.6 Data Plane Service Level Agreements

2.7.1.6.1 Oracle Cloud Infrastructure - Compute Services

The service level agreement described below for the Oracle Cloud Infrastructure - Compute Services applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88313</td>
<td>Oracle Cloud Infrastructure – Compute – Bare Metal Dense I/O-X5</td>
</tr>
<tr>
<td>B88314</td>
<td>Oracle Cloud Infrastructure – Compute – Bare Metal High I/O-X5</td>
</tr>
<tr>
<td>B88315</td>
<td>Oracle Cloud Infrastructure – Compute – Bare Metal Standard-X5</td>
</tr>
<tr>
<td>B88316</td>
<td>Oracle Cloud Infrastructure – Compute – Virtual Machine Dense I/O-X5</td>
</tr>
<tr>
<td>B88317</td>
<td>Oracle Cloud Infrastructure – Compute – Virtual Machine Standard-X5</td>
</tr>
<tr>
<td>B88318</td>
<td>Oracle Cloud Infrastructure – Compute – Windows OS</td>
</tr>
<tr>
<td>B88513</td>
<td>Oracle Cloud Infrastructure – Compute – Bare Metal Standard-X7</td>
</tr>
<tr>
<td>B88514</td>
<td>Oracle Cloud Infrastructure – Compute – Virtual Machine Standard-X7</td>
</tr>
<tr>
<td>B88515</td>
<td>Oracle Cloud Infrastructure – Compute – Bare Metal Dense I/O-X7</td>
</tr>
<tr>
<td>B88516</td>
<td>Oracle Cloud Infrastructure – Compute – Virtual Machine Dense I/O-X7</td>
</tr>
<tr>
<td>B88517</td>
<td>Oracle Cloud Infrastructure – Compute – Bare Metal – GPU Standard-X7</td>
</tr>
<tr>
<td>B88518</td>
<td>Oracle Cloud Infrastructure – Compute – Virtual Machine GPU Standard - X7 - GPU Per Hour</td>
</tr>
<tr>
<td>B89734</td>
<td>Oracle Cloud Infrastructure – Compute – GPU Standard - V2 - GPU Per Hour</td>
</tr>
<tr>
<td>B90398</td>
<td>Oracle Cloud Infrastructure – Compute – HPC - X7 - OCPU Per Hour</td>
</tr>
<tr>
<td>B90425</td>
<td>Oracle Cloud Infrastructure – Compute – Standard - E2 - OCPU Per Hour</td>
</tr>
<tr>
<td>B91119</td>
<td>Oracle Cloud Infrastructure – Compute – Bare Metal Standard - B1 - OCPU Per Hour</td>
</tr>
<tr>
<td>B91120</td>
<td>Oracle Cloud Infrastructure – Compute – Virtual Machine Standard - B1 - OCPU Per Hour</td>
</tr>
<tr>
<td>B92306</td>
<td>Oracle Cloud Infrastructure – Compute – Standard E3 OCPU</td>
</tr>
</tbody>
</table>
Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure – Compute Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.99% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure – Compute Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

### Monthly Uptime Percentage for Regions

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage for Regions</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.99% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

### Monthly Uptime Percentage for One AD Regions

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage for One AD Regions</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.95% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure - Compute Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure – Compute Service was Unavailable (as defined below).
- “Unavailable” means on a per-Region or, for One AD Regions, on per-Availability Domain basis that all of the running instances of the applicable Oracle Cloud Infrastructure – Compute Service have no external connectivity. For purposes of clarity, the preceding sentence requires that for the Oracle Cloud Infrastructure – Compute Service to be deemed Unavailable during an applicable calendar month period, You must have deployed instances of such Service during such period in more than one Availability Domain, or for an Oracle Cloud Infrastructure – Compute Service with one Availability Domain, in more than one Fault Domain. In addition, Unavailable excludes circumstances resulting directly or indirectly from any Common Exclusion.

#### 2.7.1.6.2 Oracle Cloud Infrastructure – Block Volume Services

The service level agreement described below for the Oracle Cloud Infrastructure – Block Volume Services applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88322</td>
<td>Oracle Cloud Infrastructure – Block Volume - Gigabyte Storage Capacity per Month</td>
</tr>
<tr>
<td>B91961</td>
<td>Oracle Cloud Infrastructure – Block Volume Storage – Gigabyte Storage Capacity Per Month</td>
</tr>
<tr>
<td>B91962</td>
<td>Oracle Cloud Infrastructure – Block Volume Performance – Performance Units Per Gigabyte Per Month</td>
</tr>
</tbody>
</table>

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure – Block Volume Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.99% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure – Block Volume Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

### Monthly Uptime Percentage

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.99% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>
For the purposes of the Oracle Cloud Infrastructure – Block Volume Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Block Volume Service was Unavailable (as defined below).
- “Unavailable” means when all of the attached volumes perform zero read write IO with pending IO in the queue. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.3 Oracle Cloud Infrastructure – Object Storage Service

The service level agreement described below for the Oracle Cloud Infrastructure – Object Storage Services applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88323</td>
<td>Oracle Cloud Infrastructure – Object Storage – Requests</td>
</tr>
<tr>
<td>B88324</td>
<td>Oracle Cloud Infrastructure – Object Storage – Storage</td>
</tr>
<tr>
<td>B91627</td>
<td>Oracle Cloud Infrastructure – Object Storage - Requests - 10,000 Requests per Month</td>
</tr>
<tr>
<td>B91628</td>
<td>Oracle Cloud Infrastructure – Object Storage - Storage - Gigabyte Storage Capacity per Month</td>
</tr>
<tr>
<td>B91633</td>
<td>Oracle Cloud Infrastructure – Archive Storage - Gigabyte Storage Capacity per Month</td>
</tr>
</tbody>
</table>

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure – Object Storage Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure – Object Storage Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.9% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure – Object Storage Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the API Error Rate (as defined below) for each five-minute period during the applicable calendar month.
- “API Error Rate” means: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Object Storage Service with an error status of “Internal Service Error” or “Service Unavailable” divided by, (ii) the total number of API requests to such Oracle Cloud Infrastructure - Object Storage Service in each five-minute period during the calendar month. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.4 Oracle Cloud Infrastructure - FastConnect Service

The service level agreement described below for the Oracle Cloud Infrastructure – FastConnect Services applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88325</td>
<td>Oracle Cloud Infrastructure – FastConnect 1 Gbps</td>
</tr>
<tr>
<td>B88326</td>
<td>Oracle Cloud Infrastructure – FastConnect 10 Gbps</td>
</tr>
<tr>
<td>B87894</td>
<td>Oracle Network Cloud Service – FastConnect – Port Speed 1Gbps – Non Metered</td>
</tr>
<tr>
<td>B87895</td>
<td>Oracle Network Cloud Service – FastConnect – Port Speed 1Gbps – Non Metered</td>
</tr>
</tbody>
</table>
Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure – FastConnect Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure – FastConnect Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.9% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure - FastConnect Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the applicable calendar month in which the Virtual Connection (as defined below) is Unavailable (as defined below).

- “Virtual Connection” means a logical representation of connectivity offered through the applicable Oracle Cloud Infrastructure – FastConnect Service between Your premises and Oracle through an exchange provider or a network service provider, where such connectivity does not traverse the public internet.

- “Unavailable” means that for a given Virtual Connection all Your attempts within one minute to establish Internet Protocol (IP) connectivity in the point of ingress at Oracle’s dynamic routing gateway (DRG) associated with the virtual circuit fail for longer than thirty seconds. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.5 Oracle Cloud Infrastructure – Database Exadata Service

The service level agreement described below for the Oracle Cloud Infrastructure – Database Exadata Services applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B89999</td>
<td>Oracle Cloud Infrastructure – Database Exadata Infrastructure – Quarter Rack - X7 – Hosted Environment Per Hour</td>
</tr>
<tr>
<td>B90000</td>
<td>Oracle Cloud Infrastructure – Database Exadata Infrastructure – Half Rack - X7 – Hosted Environment Per Hour</td>
</tr>
<tr>
<td>B90001</td>
<td>Oracle Cloud Infrastructure – Database Exadata Infrastructure – Full Rack - X7 – Hosted Environment Per Hour</td>
</tr>
<tr>
<td>B88592</td>
<td>Oracle Cloud Infrastructure – Database Exadata Additional OCPU's – OCPU Per Hour</td>
</tr>
<tr>
<td>B88593</td>
<td>Oracle Cloud Infrastructure – Database Exadata Quarter Rack - X6 – Hosted Environment Per Hour</td>
</tr>
<tr>
<td>B88594</td>
<td>Oracle Cloud Infrastructure – Database Exadata Half Rack - X6 – Hosted Environment Per Hour</td>
</tr>
<tr>
<td>B88595</td>
<td>Oracle Cloud Infrastructure – Database Exadata Full Rack - X6 – Hosted Environment Per Hour</td>
</tr>
<tr>
<td>B88847</td>
<td>Oracle Cloud Infrastructure – Database Exadata Additional OCPU's – BYOL – OCPU Per Hour</td>
</tr>
<tr>
<td>B88854</td>
<td>Oracle Cloud Infrastructure – Database Exadata Full Rack - X6 - BYOL – Hosted Environment Per Hour</td>
</tr>
<tr>
<td>B88855</td>
<td>Oracle Cloud Infrastructure – Database Exadata Half Rack - X6 - BYOL – Hosted Environment Per Hour</td>
</tr>
<tr>
<td>B88856</td>
<td>Oracle Cloud Infrastructure – Database Exadata Quarter Rack - X6 - BYOL – Hosted Environment Per Hour</td>
</tr>
<tr>
<td>B87871</td>
<td>Oracle Cloud Infrastructure – Database Exadata Quarter Rack - X6 - Non-metered</td>
</tr>
<tr>
<td>B87872</td>
<td>Oracle Cloud Infrastructure – Database Exadata Half Rack - X6 - Non-metered</td>
</tr>
<tr>
<td>B87873</td>
<td>Oracle Cloud Infrastructure – Database Exadata Full Rack - X6 - Non-metered</td>
</tr>
<tr>
<td>B87874</td>
<td>Oracle Cloud Infrastructure – Database Exadata Additional OCPUs - X6 - Non-metered</td>
</tr>
<tr>
<td>B87866</td>
<td>Oracle Cloud Infrastructure – Database Exadata Quarter Rack - X6 – Metered</td>
</tr>
<tr>
<td>B87867</td>
<td>Oracle Cloud Infrastructure – Database Exadata Half Rack - X6 – Metered</td>
</tr>
<tr>
<td>B87868</td>
<td>Oracle Cloud Infrastructure – Database Exadata Full Rack - X6 – Metered</td>
</tr>
<tr>
<td>B87869</td>
<td>Oracle Cloud Infrastructure – Database Exadata Additional OCPUs - X6 – Metered</td>
</tr>
<tr>
<td>B87870</td>
<td>Oracle Cloud Infrastructure – Database Exadata Additional OCPUs - X6 – Metered</td>
</tr>
<tr>
<td>B90777</td>
<td>Oracle Cloud Infrastructure – Database Exadata Infrastructure – Base System – Hosted Environment Per Hour</td>
</tr>
<tr>
<td>B91535</td>
<td>Oracle Cloud Infrastructure – Database Exadata Infrastructure – Quarter Rack – X8 - Hosted Environment Per Hour</td>
</tr>
<tr>
<td>B91536</td>
<td>Oracle Cloud Infrastructure – Database Exadata Infrastructure – Half Rack – X8 – Hosted Environment Per Hour</td>
</tr>
<tr>
<td>B91537</td>
<td>Oracle Cloud Infrastructure – Database Exadata Infrastructure – Full Rack – X8 – Hosted Environment Per Hour</td>
</tr>
</tbody>
</table>
Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure – Database Exadata Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.95% during any during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure – Database Exadata Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.95% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure – Database Exadata Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure – Database Exadata Service was Unavailable (as defined below).
- “Unavailable” means on a per-Availability Domain basis that: (i) the database compute server is unable to receive a network connection from an application or user, and (ii) no I/O operation can be issued to the Exadata Storage subsystem. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 2.7.1.6.6 Oracle Cloud Infrastructure – DNS

The service level agreement described below for the Oracle Cloud Infrastructure – DNS Services applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88525</td>
<td>Oracle Cloud Infrastructure Service - DNS</td>
</tr>
<tr>
<td>B90327</td>
<td>Oracle Cloud Infrastructure Service – DNS Traffic Management</td>
</tr>
</tbody>
</table>

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure – DNS Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.99% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure – DNS Services listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.99% but equal to or greater than 99.5%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 99.5% but equal to or greater than 95.0%</td>
<td>50%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure – DNS Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure – DNS Service was Unavailable (as defined below).
- “Oracle Cloud Infrastructure – DNS Nameserver Infrastructure” means the group of Oracle controlled systems (servers, hardware, and associated software) that are responsible for responding to DNS queries in Oracle’s provision of Oracle Cloud Infrastructure – DNS Services.
• “Unavailable” means the applicable Oracle Cloud Infrastructure – DNS Nameserver Infrastructure fails to respond to DNS queries. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.7 Oracle Cloud Infrastructure – Email Delivery

The service level agreement described below for the Oracle Cloud Infrastructure – Email Delivery Service applies to the following SKU:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88523</td>
<td>Oracle Cloud Infrastructure Service – Email Delivery</td>
</tr>
</tbody>
</table>

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure – Email Delivery Service represented listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event the Oracle Cloud Infrastructure – Email Delivery Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.9% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure – Email Delivery Service listed above, the following shall apply:

• “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the Oracle Cloud Infrastructure – Email Delivery Service was Unavailable (as defined below).

• “Oracle Cloud Infrastructure – Oracle’s Email Delivery SMTP Endpoint” is the publicly available endpoint where You send Your mail.

• “Unavailable” means, on a per-Region basis, the inability of Oracle Cloud Infrastructure – Email Delivery SMTP Endpoint to accept the email from a customer for at least a continuous minute. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.8 Oracle Cloud Infrastructure – File Storage Service

The service level agreement described below for the Oracle Cloud Infrastructure – File Storage Services applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B89057</td>
<td>Oracle Cloud Infrastructure Service – File Storage</td>
</tr>
<tr>
<td>B89336</td>
<td>Oracle Cloud Infrastructure Service – File Storage</td>
</tr>
<tr>
<td>B89439</td>
<td>Oracle Cloud Infrastructure Service – File Storage</td>
</tr>
</tbody>
</table>

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure – File Storage Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure – File Storage Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.9% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>
For the purposes of the Oracle Cloud Infrastructure – File Storage Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure – File Storage Service was Unavailable (as defined below).

- “Unavailability” means, on a per-Availability Domain basis, that the file system cannot process any NFS request when there are NFS requests queued. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 2.7.1.6.9 Oracle Cloud Infrastructure Web Application Firewall

The service level agreement described below for the Oracle Cloud Infrastructure Web Application Firewall Services applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90329</td>
<td>OCI Web Application Firewall - Requests - 1,000,000 Incoming Requests</td>
</tr>
<tr>
<td>B90330</td>
<td>OCI Web Application Firewall - Good Traffic - Gigabyte of Good Traffic</td>
</tr>
<tr>
<td>B90332</td>
<td>OCI Web Application Firewall - Bot Management</td>
</tr>
</tbody>
</table>

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure Web Application Firewall Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure Web Application Firewall Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.99% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure Web Application Firewall Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure Web Application Firewall Service was Unavailable (as defined below).

- “Unavailable” means, on a per-Region basis, the inability of the Oracle Cloud Infrastructure Web Application Firewall Service to receive HTTP/S requests according to the configured Web Application Firewall settings. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 2.7.1.6.10 Oracle Cloud Infrastructure – Database Cloud Service

The service level agreement described below for the Oracle Cloud Infrastructure – Database Cloud Services applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88290</td>
<td>Oracle Database Cloud Service - Enterprise Edition - General Purpose - OCPU Per Hour</td>
</tr>
<tr>
<td>B88291</td>
<td>Oracle Database Cloud Service - Enterprise Edition Extreme Performance - General Purpose - OCPU Per Hour</td>
</tr>
<tr>
<td>B88292</td>
<td>Oracle Database Cloud Service - Enterprise Edition High Performance - General Purpose - OCPU Per Hour</td>
</tr>
<tr>
<td>B88293</td>
<td>Oracle Database Cloud Service - Standard Edition - General Purpose - OCPU Per Hour</td>
</tr>
<tr>
<td>B88404</td>
<td>Oracle Database Cloud Service - All Editions - BYOL - OCPU Per Hour</td>
</tr>
</tbody>
</table>
Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure – Database Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure – Database Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.9% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure – Database Cloud Services with the SKUs listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure – Database Cloud Service was Unavailable (as defined below).

- “Unavailable” means, on a per-Availability Domain basis, for an Oracle Cloud Infrastructure – Database Cloud Service that: (i) no virtual machine (or, where applicable, none of the virtual machines in a Real Application Cluster (RAC) configuration) is able to receive a network connection from an application or a user, and (ii) any I/O operation can be issued to the Block Storage. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.11 Oracle Cloud Infrastructure – Database – Dense I/O

The service level agreement described below for the Oracle Cloud Infrastructure – Database – Dense I/O Services applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B89622</td>
<td>Oracle Cloud Infrastructure – Database Enterprise Edition – Dense I/O - X7</td>
</tr>
<tr>
<td>B89623</td>
<td>Oracle Cloud Infrastructure – Database Enterprise High Performance Edition – Dense I/O - X7</td>
</tr>
<tr>
<td>B89625</td>
<td>Oracle Cloud Infrastructure – Database All Editions – Dense I/O - X7 - BYOL</td>
</tr>
<tr>
<td>B88335</td>
<td>Oracle Cloud Infrastructure – Database Standard Edition – Dense I/O</td>
</tr>
<tr>
<td>B88332</td>
<td>Oracle Cloud Infrastructure – Database Enterprise Edition – Dense I/O</td>
</tr>
<tr>
<td>B88334</td>
<td>Oracle Cloud Infrastructure – Database Enterprise High Performance Edition – Dense I/O</td>
</tr>
<tr>
<td>B88333</td>
<td>Oracle Cloud Infrastructure – Database Enterprise Extreme Performance Edition – Dense I/O</td>
</tr>
<tr>
<td>B88335</td>
<td>Oracle Cloud Infrastructure – Database All Editions – Dense I/O - BYOL</td>
</tr>
</tbody>
</table>

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure – Database – Dense I/O Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure – Database – Dense I/O
Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.9% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure – Database – Dense I/O Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure – Database – Dense I/O Service was Unavailable (as defined below).

- “Unavailable” means, on a per-Availability Domain basis, that: (i) the bare metal server is not able to receive a network connection from an application or a user, and (ii) any I/O operation can be issued to the flash storage. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.12 Oracle Cloud Infrastructure - API Gateway

The service level agreement described below for the Oracle Cloud Infrastructure - API Gateway Services applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B92072</td>
<td>Oracle Cloud Infrastructure - API Gateway - 1,000,000 API Calls - 1,000,000 API Calls per Month</td>
</tr>
</tbody>
</table>

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure – API Gateway Service listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.95%, during any calendar month (the “Service Commitment”). In the event the Oracle Cloud Infrastructure – API Gateway Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.95% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure - API Gateway Service listed above, the following shall apply:

- “API Call” is a single invocation of a path in the Oracle Cloud Infrastructure - API Gateway Service that is mapped to an API deployment.

- “API Error Rate” applies separately to each tenancy of the Oracle Cloud Infrastructure - API Gateway Service and means on a per-Region basis: (i) the total number of failed API Calls made to the applicable Oracle Cloud Infrastructure – API Gateway Service with a status of “Internal Service Error” or “Service Unavailable” divided by, (ii) the total number of API Calls made to such Oracle Cloud Infrastructure - API Gateway Service in each five-minute period during the calendar month. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.6.13 Oracle Cloud Infrastructure - Database Backup Cloud Service

The service level agreement described below for the Oracle Cloud Infrastructure - Database Backup Cloud Service applies to the following SKUs:
SKU | Cloud Service
---|---
B90230 | Oracle Database Backup Cloud - Object Storage - Gigabyte Storage Capacity Per Month
B90231 | Oracle Database Backup Cloud - Archive Storage - Gigabyte Storage Capacity Per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Database Backup Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Data Safe Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.9% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure - Database Backup Cloud Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Database Backup Cloud Service was “Unavailable” (as defined below).
- “Unavailable” means, on a per-Region basis, a problem prevents external connectivity to the Oracle Cloud Infrastructure - Database Backup Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.14 Oracle Cloud Infrastructure - Autonomous Database

The service level agreement described below for the Oracle Cloud Infrastructure – Autonomous Database Services on Shared Infrastructure applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B89039</td>
<td>Oracle Autonomous Data Warehouse - BYOL - OCPU Per Hour</td>
</tr>
<tr>
<td>B89040</td>
<td>Oracle Autonomous Data Warehouse - OCPU Per Hour</td>
</tr>
<tr>
<td>B89041</td>
<td>Oracle Autonomous Data Warehouse - Exadata Storage - Terabyte Storage Capacity Per Month</td>
</tr>
<tr>
<td>B90453</td>
<td>Oracle Autonomous Transaction Processing - OCPU Per Hour</td>
</tr>
<tr>
<td>B90454</td>
<td>Oracle Autonomous Transaction Processing - BYOL - OCPU Per Hour</td>
</tr>
<tr>
<td>B90455</td>
<td>Oracle Autonomous Transaction Processing - Exadata Storage - Terabyte Storage Capacity Per Month</td>
</tr>
</tbody>
</table>

The service level agreement described in this section applies only to the deployment of an Oracle Cloud Infrastructure – Autonomous Database Service listed above on shared infrastructure (the “Oracle Cloud Infrastructure – Autonomous Database Service on Shared Infrastructure”). Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure – Autonomous Database Services on Shared Infrastructure with a Monthly Uptime Percentage (as defined below) of at least 99.95% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure – Autonomous Database Service on Shared Infrastructure does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.95% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure – Autonomous Database Service on Shared Infrastructure listed above, the following shall apply:

- “Database connection” is a direct connection established from any tool or application to the database using Oracle Net Services.
• “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure – Autonomous Database Service on Shared Infrastructure was Unavailable (as defined below).

• “Unavailable” during a given minute means that no database connection to the Autonomous Database is or can be established during that minute and all continuous attempts (at least five) to establish a database connection during that minute fail. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.15 Oracle Cloud Infrastructure – Compute – Virtual Machine Single Instance

The service level agreement described below for the Oracle Cloud Infrastructure – Compute – Virtual Machine Single Instance Services applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88316</td>
<td>Oracle Cloud Infrastructure - Compute - Virtual Machine Dense I/O - X5 - OCPU Per Hour</td>
</tr>
<tr>
<td>B88317</td>
<td>Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - X5 - OCPU Per Hour</td>
</tr>
<tr>
<td>B88514</td>
<td>Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - X7 - OCPU Per Hour</td>
</tr>
<tr>
<td>B88516</td>
<td>Oracle Cloud Infrastructure - Compute - Virtual Machine Dense I/O - X7 - OCPU Per Hour</td>
</tr>
<tr>
<td>B88518</td>
<td>Oracle Cloud Infrastructure - Compute - Virtual Machine GPU Standard - X7 - GPU Per Hour</td>
</tr>
<tr>
<td>B90425</td>
<td>Oracle Cloud Infrastructure - Compute - Standard - E2 - OCPU Per Hour</td>
</tr>
<tr>
<td>B91120</td>
<td>Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - B1 - OCPU Per Hour</td>
</tr>
<tr>
<td>B92306</td>
<td>Oracle Cloud Infrastructure - Compute - Standard E3 OCPU</td>
</tr>
<tr>
<td>B92307</td>
<td>Oracle Cloud Infrastructure - Compute - Standard E3 Memory</td>
</tr>
</tbody>
</table>

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure – Compute – Virtual Machine Single Instance Services listed above available with an Hourly Uptime Percentage (as defined below) of at least 90.00% during any clock hour (the “Service Commitment”). In the event an Oracle Cloud Infrastructure – Compute – Virtual Machine Single Instance Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service as follows:

<table>
<thead>
<tr>
<th>Hourly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 100% but equal to or greater than 90.0%</td>
<td>0%</td>
</tr>
<tr>
<td>Less than 90.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure – Compute – Virtual Machine Single Instance Services with the SKUs listed above, the following shall apply:

• “Hourly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during any clock hour in which the applicable Oracle Cloud Infrastructure – Compute – Virtual Machine Single Instance Service was Unavailable (as defined below).

• “Unavailable” means any time during which a problem with the Oracle Cloud Infrastructure – Compute – Virtual Machine Single Instance Service prevents external connectivity to it. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.16 Oracle Cloud Infrastructure - Data Safe

The service level agreement described below for the Oracle Cloud Infrastructure - Data Safe Services applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B91631</td>
<td>Oracle Cloud Infrastructure - Data Safe for Database Cloud Service - Audit Record Collection Over 1 Million Records - 10,000 Audit Records Per Target Per Month</td>
</tr>
<tr>
<td>B91632</td>
<td>Oracle Cloud Infrastructure - Data Safe for Database Cloud Service - Each</td>
</tr>
</tbody>
</table>
Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Data Safe Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9%, during any calendar month (the “Service Commitment”).

- In the event an Oracle Cloud Infrastructure - Data Safe Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.9% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure - Data Safe Service listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Data Safe Service was Unavailable (as defined below).

- “Unavailable” means, on a per-Region basis, a problem prevents external connectivity to the applicable Oracle Cloud Infrastructure - Data Safe Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.17 Oracle Cloud Infrastructure - Digital Assistant

The service level agreement described below for the Oracle Cloud Infrastructure - Digital Assistant Service applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90260</td>
<td>Oracle Digital Assistant Cloud Service - Request</td>
</tr>
</tbody>
</table>

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Digital Assistant Service listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Digital Assistant Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage for Prod Shape</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.9% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage for Dev Shape</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.5% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure - Digital Assistant Service listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the Oracle Cloud Infrastructure - Digital Assistant Service was Unavailable (as defined below).

- “Unavailable” means a problem with the Oracle Cloud Infrastructure - Digital Assistant Service prevents external connectivity to any of Your instances or no HTTP operations resulted in a success code. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.18 Oracle Cloud Infrastructure - Functions

The service level agreement described below for the Oracle Cloud Infrastructure - Functions Services applies to the following SKUs:
SKU | Cloud Service
--- | ---
B90617 | Oracle Functions - Execution Time - 10,000 Gigabyte Memory-Seconds
B90618 | Oracle Functions - Invocations - 1,000,000 Function Invocations

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Functions Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.5% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Functions Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.5% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure - Functions Services listed above, the following shall apply:

- “Function invocation request” means a request received from a client to execute a single function.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average Unavailability (as defined below) of all five-minute intervals during the applicable calendar month.
- “Unavailability” is calculated, on a per-Region basis for each five-minute interval, as the percentage of function invocation requests made to the applicable Oracle Cloud Infrastructure - Functions Service that failed with an error code of “500” or “503”. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.19 Oracle Cloud Infrastructure - Health Checks

The service level agreement described below for the Oracle Cloud Infrastructure – Health Checks Services applies to the following SKUs:

SKU | Cloud Service
--- | ---
B90323 | Oracle Cloud Infrastructure - Health Checks - Basic - Endpoints Per Month
B90325 | Oracle Cloud Infrastructure - Health Checks - Premium - Endpoints Per Month

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure – Health Checks Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.99% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure – Health Checks Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.99% but equal to or greater than 99.5%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 99.5% but equal to or greater than 95.0%</td>
<td>50%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure – Health Checks Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure – Health Checks Service was Unavailable (as defined below).
- “OCI Health Check” means [To be defined]
- “Unavailable” means the applicable Oracle Cloud Infrastructure – Health Checks Service does not report results. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.20 Oracle Cloud Infrastructure - Key Management

The service level agreement described below for the Oracle Cloud Infrastructure - Key Management Service applies to the following SKU:

SKU | Cloud Service
Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Key Management Service listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.99% during any calendar month (the “Service Commitment”). In the event the Oracle Cloud Infrastructure - Key Management Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.9% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure - Key Management Service listed above, the following shall apply:

- “API Call” means a single invocation of an endpoint of the Oracle Cloud Infrastructure – Key Management Service that performs a cryptographic operation.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the Oracle Cloud Infrastructure - Key Management Service was Unavailable (as defined below).
- “Unavailable” means there are no valid API Calls that successfully perform any Encrypt, Decrypt and Generate Data Encryption Key operations. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.21 Oracle Cloud Infrastructure - Load Balancer

The service level agreement described below for the Oracle Cloud Infrastructure - Load Balancer Services applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88319</td>
<td>Oracle Cloud Infrastructure - 100 Mbps Load Balancer - Load Balancer Hour</td>
</tr>
<tr>
<td>B88320</td>
<td>Oracle Cloud Infrastructure - 400 Mbps Load Balancer - Load Balancer Hour</td>
</tr>
<tr>
<td>B88321</td>
<td>Oracle Cloud Infrastructure - 8000 Mbps Load Balancer - Load Balancer Hour</td>
</tr>
</tbody>
</table>

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure – Load Balancer Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.99% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure – Load Balancer Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.99% but equal to or greater than 99.9%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.9% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure – Load Balancer Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure – Load Balancer Service was in the state of Unavailable (as defined below).
- “Unavailable” means the applicable Oracle Cloud Infrastructure – Load Balancer Service has at least one healthy backend server, and all attempts to connect to such Service are unsuccessful. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.22 Oracle Cloud Infrastructure - Monitoring
The service level agreement described below for the Oracle Cloud Infrastructure - Monitoring Services applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90925</td>
<td>Oracle Cloud Infrastructure - Monitoring - Ingestion - Million Datapoints</td>
</tr>
<tr>
<td>B90926</td>
<td>Oracle Cloud Infrastructure - Monitoring - Retrieval - Million Datapoints</td>
</tr>
</tbody>
</table>

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Monitoring Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Monitoring Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.9% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure - Monitoring Services listed above, the following shall apply:

- “Alarm Error Rate” means: (i) the total number of alarms that failed to correctly execute by the applicable Oracle Cloud Infrastructure - Monitoring Service divided by, (ii) the total number of alarms processed by such Oracle Cloud Infrastructure - Monitoring Service in each five-minute period during the calendar month. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

- “API Error Rate” means: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Monitoring Service with an error status of “5xx” divided by, (ii) the total number of API requests to such Oracle Cloud Infrastructure - Monitoring Service in each five-minute period during the calendar month. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

- “Monthly Uptime Percentage” is calculated on a per-Region basis by: subtracting from 100% (i) the average of the API error rate in each five-minute period during the applicable calendar month and then subtracting (ii) the average of the Alarm Error Rate in each five-minute period during such calendar month.

2.7.1.6.23 Oracle Cloud Infrastructure - Outbound Data Transfer

The service level agreement described below for the Oracle Cloud Infrastructure - Outbound Data Transfer Service applies to the following SKU:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88327</td>
<td>Oracle Cloud Infrastructure - Outbound Data Transfer - Gigabyte Outbound Data Transfer per month</td>
</tr>
</tbody>
</table>

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Outbound Data Transfer Service listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.5% during any calendar month (the “Service Commitment”). In the event the Oracle Cloud Infrastructure - Outbound Data Transfer Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.5% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure - Outbound Data Transfer Service listed above, the following shall apply:

- “Internet Gateway” means the virtual router a customer can attach to its Virtual Cloud Network (VCN) to enable direct connectivity to the Internet.

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the Internet Gateway is Unavailable (as defined below).
“Unavailable” means, on a per Availability Domain basis, a customer’s inability to pass traffic through the Internet Gateway. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.24 Oracle Cloud Infrastructure - NoSQL Database Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - NoSQL Database Cloud Services applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B89737</td>
<td>Oracle NoSQL Database Cloud Service - Write - Write Unit Per Month</td>
</tr>
<tr>
<td>B89738</td>
<td>Oracle NoSQL Database Cloud Service - Read - Read Unit Per Month</td>
</tr>
<tr>
<td>B89739</td>
<td>Oracle NoSQL Database Cloud Service - Storage - Gigabyte Storage Capacity Per Month</td>
</tr>
</tbody>
</table>

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - NoSQL Database Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.95% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - NoSQL Database Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.95% but equal to or greater than 99.00%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.00% but equal to or greater than 95.00%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure - NoSQL Database Cloud Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - NoSQL Database Cloud Service was Unavailable (as defined below).
- “Unavailable” means on a per-Region basis the applicable Oracle Cloud Infrastructure - NoSQL Database Cloud Service has no external connectivity. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.25 Oracle Cloud Infrastructure - Notifications Service

The service level agreement described below for the Oracle Cloud Infrastructure - Notifications Services applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90940</td>
<td>Oracle Cloud Infrastructure - Notifications - HTTPS Delivery - Million Delivery Operations</td>
</tr>
<tr>
<td>B90941</td>
<td>Oracle Cloud Infrastructure - Notifications - Email Delivery - 1,000 Emails Sent</td>
</tr>
</tbody>
</table>

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Notifications Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Notifications Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.9% but equal to or greater than 99.00%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.00%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure - Notifications Services listed above, the following shall apply:
• “API Error Rate” means, on a per-Region basis, (i) the total number of requests made to the applicable Oracle Cloud Infrastructure - Notifications Service that returns an error code of “500” or “503” divided by, (ii) the total number of requests to such Oracle Cloud Infrastructure - Notifications Service in each five-minute period during the calendar month. This excludes circumstances resulting directly or indirectly from any Common Exclusion and any of the following:
  - Messages that were published to a topic but failed to be delivered,
  - Delivery to third-party endpoints such as PagerDuty & Slack, and/or
  - Delivery to first-party endpoints such as Email and Functions.

• “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the API Error Rate for each five-minute period during the applicable calendar month.

• The Service Commitment for the Oracle Cloud Infrastructure – Notification Services does not apply to any features that are not generally available.

2.7.1.6.26 Oracle Cloud Infrastructure - Streaming Service

The service level agreement described below for the Oracle Cloud Infrastructure - Streaming Services applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90938</td>
<td>Oracle Cloud Infrastructure - Streaming - PUT or GET - Gigabytes of Data Transferred</td>
</tr>
<tr>
<td>B90939</td>
<td>Oracle Cloud Infrastructure - Streaming - Storage - Gigabytes Per Hour</td>
</tr>
</tbody>
</table>

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Streaming Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Streaming Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.9% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure - Streaming Services listed above, the following shall apply:

• “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes in the calendar month when the applicable Oracle Cloud Infrastructure - Streaming Service was Unavailable (as defined below).

• “Unavailable” means, on a per-Region basis, all attempts to send or receive messages or perform other operations on the applicable Oracle Cloud Infrastructure - Streaming Service return a 500 or 503 error code, or do not receive a success code within five minutes. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.6.27 Oracle Cloud Infrastructure - Integration Cloud

The service level agreement described below for the Oracle Cloud Infrastructure - Integration Cloud Services applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B89639</td>
<td>Oracle Integration Cloud Service - Standard - 5K Messages Per Hour</td>
</tr>
<tr>
<td>B89640</td>
<td>Oracle Integration Cloud Service - Enterprise - 5K Messages Per Hour</td>
</tr>
<tr>
<td>B89643</td>
<td>Oracle Integration Cloud Service - Standard - BYOL - 20K Messages Per Hour</td>
</tr>
<tr>
<td>B89644</td>
<td>Oracle Integration Cloud Service - Enterprise - BYOL - 20K Messages Per Hour</td>
</tr>
</tbody>
</table>
Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Integration Cloud Service listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure - Integration Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.9% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure - Integration Cloud Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Integration Cloud Service was in the state of Unavailable (as defined below).
- “Unavailable” means a problem with the applicable Oracle Cloud Infrastructure - Integration Cloud Service prevents external connectivity to any of Your instances of such Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.7 Control Plane Service Level Agreements

2.7.1.7.1 Oracle Cloud Infrastructure – Compute and Oracle Cloud Infrastructure – Block Volume Services

The service level agreement described below for the Oracle Cloud Infrastructure - Compute and Oracle Cloud Infrastructure - Block Volume Services applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88313</td>
<td>Oracle Cloud Infrastructure – Compute – Bare Metal Dense I/O-X5</td>
</tr>
<tr>
<td>B88314</td>
<td>Oracle Cloud Infrastructure – Compute – Bare Metal High I/O-X5</td>
</tr>
<tr>
<td>B88315</td>
<td>Oracle Cloud Infrastructure – Compute – Bare Metal Standard-X5</td>
</tr>
<tr>
<td>B88316</td>
<td>Oracle Cloud Infrastructure – Compute – Virtual Machine Dense I/O-X5</td>
</tr>
<tr>
<td>B88317</td>
<td>Oracle Cloud Infrastructure – Compute – Virtual Machine Standard-X5</td>
</tr>
<tr>
<td>B88318</td>
<td>Oracle Cloud Infrastructure – Compute – Windows OS</td>
</tr>
<tr>
<td>B88322</td>
<td>Oracle Cloud Infrastructure – Block Volume</td>
</tr>
<tr>
<td>B91961</td>
<td>Oracle Cloud Infrastructure – Block Volume Storage - Gigabyte Storage Capacity Per Month</td>
</tr>
<tr>
<td>B91962</td>
<td>Oracle Cloud Infrastructure – Block Volume Performance – Performance Units Per Gigabyte Per Month</td>
</tr>
<tr>
<td>B88514</td>
<td>Oracle Cloud Infrastructure – Compute – Virtual Machine Standard-X7</td>
</tr>
<tr>
<td>B88515</td>
<td>Oracle Cloud Infrastructure – Compute – Bare Metal Dense I/O-X7</td>
</tr>
<tr>
<td>B88516</td>
<td>Oracle Cloud Infrastructure – Compute – Virtual Machine Dense I/O-X7</td>
</tr>
<tr>
<td>B88517</td>
<td>Oracle Cloud Infrastructure – Compute – Bare Metal – GPU Standard-X7</td>
</tr>
<tr>
<td>B88518</td>
<td>Oracle Cloud Infrastructure – Compute – Virtual Machine GPU Standard - X7 - GPU Per Hour</td>
</tr>
<tr>
<td>B88513</td>
<td>Oracle Cloud Infrastructure – Compute – Bare Metal Standard - X7 - OCPU Per Hour</td>
</tr>
<tr>
<td>B89734</td>
<td>Oracle Cloud Infrastructure – Compute – GPU Standard - V2 - GPU Per Hour</td>
</tr>
<tr>
<td>B90398</td>
<td>Oracle Cloud Infrastructure – Compute – HPC - X7 - OCPU Per Hour</td>
</tr>
<tr>
<td>B90425</td>
<td>Oracle Cloud Infrastructure – Compute – Standard - E2 - OCPU Per Hour</td>
</tr>
<tr>
<td>B91119</td>
<td>Oracle Cloud Infrastructure – Compute – Bare Metal Standard - B1 - OCPU Per Hour</td>
</tr>
<tr>
<td>B91120</td>
<td>Oracle Cloud Infrastructure – Compute – Virtual Machine Standard - B1 - OCPU Per Hour</td>
</tr>
<tr>
<td>B92306</td>
<td>Oracle Cloud Infrastructure – Compute – Standard E3 OCPU</td>
</tr>
<tr>
<td>B92307</td>
<td>Oracle Cloud Infrastructure – Compute – Standard E3 Memory</td>
</tr>
</tbody>
</table>

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure – Compute and Oracle Cloud Infrastructure – Block Volume Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure – Compute or the Oracle Cloud Infrastructure – Block Volume Service listed above does not meet the
Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.9% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure - Compute and Oracle Cloud Infrastructure - Block Volume Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate (as defined below) for each five-minute period during the applicable calendar month.

- “Control Plane API Error Rate” means, on a per Availability Domain basis: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Compute or Oracle Cloud Infrastructure - Block Volume Service with an error status of “Internal Service Error” or “Service Unavailable” divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure Category 7 Service in each five-minute period during a calendar month. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

2.7.1.7.2 Oracle Cloud Infrastructure – File Storage Services

The service level agreement described below for the Oracle Cloud Infrastructure – File Storage Services applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B89057</td>
<td>Oracle Cloud Infrastructure Service – File Storage</td>
</tr>
<tr>
<td>B89336</td>
<td>Oracle Cloud Infrastructure Service – File Storage</td>
</tr>
<tr>
<td>B89439</td>
<td>Oracle Cloud Infrastructure Service – File Storage</td>
</tr>
</tbody>
</table>

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure – File Storage Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure – File Storage Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.9% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure – File Storage Services listed above, the following shall apply:

- “Control Plane API Error Rate” means, on a per Availability Domain basis: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure – File Storage Service with an error status of “Internal Service Error” or “Service Unavailable” divided by, (ii) the total number of Control Plane API requests to such Oracle Cloud Infrastructure – File Storage Service in each five-minute period during a calendar month. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.
2.7.1.7.3 Oracle Cloud Infrastructure - Database Cloud Service

The service level agreement described below for the Oracle Cloud Infrastructure - Database Cloud Services applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90569</td>
<td>Oracle Cloud Infrastructure – Database Cloud Service – Standard Edition</td>
</tr>
<tr>
<td>B90570</td>
<td>Oracle Cloud Infrastructure – Database Cloud Service – Enterprise Edition</td>
</tr>
<tr>
<td>B90571</td>
<td>Oracle Cloud Infrastructure – Database Cloud Service – Enterprise Edition High Performance</td>
</tr>
<tr>
<td>B90572</td>
<td>Oracle Cloud Infrastructure – Database Cloud Service – Enterprise Edition Extreme Performance</td>
</tr>
<tr>
<td>B90573</td>
<td>Oracle Cloud Infrastructure – Database Cloud Service – All Editions – BYOL</td>
</tr>
<tr>
<td>B88290</td>
<td>Oracle Database Cloud Service - Enterprise Edition - General Purpose - OCPU Per Hour</td>
</tr>
<tr>
<td>B88291</td>
<td>Oracle Database Cloud Service - Enterprise Edition Extreme Performance - General Purpose - OCPU Per Hour</td>
</tr>
</tbody>
</table>

Oracle will use commercially reasonable efforts to the Oracle Cloud Infrastructure – Database Cloud Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure – Database Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.9% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure – Database Cloud Services listed above, the following shall apply:

- “Control Plane API Error Rate” means, on a per Availability Domain basis: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Database Service with an error status of “Internal Service Error” or “Service Unavailable” divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure - Database Service in each five minute period during a calendar month. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.4 Oracle Cloud Infrastructure - Database - Dense I/O

The service level agreement described below for the Oracle Cloud Infrastructure - Database - Dense I/O Services applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
</table>
Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure – Database – Dense I/O Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure – Database - Dense I/O Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.9% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure - Database - Dense I/O Services listed above, the following shall apply:

- “Control Plane API Error Rate” means, on a per Availability Domain basis: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure – Database – Dense I/O Service with an error status of “Internal Service Error” or “Service Unavailable” divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure – Database – Dense I/O Service in each five minute period during a calendar month. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.5 Oracle Cloud Infrastructure – Database Exadata Service

The service level agreement described below for the Oracle Cloud Infrastructure – Database Exadata Services applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B89999</td>
<td>Oracle Cloud Infrastructure – Database Exadata Infrastructure – Quarter Rack - X7 – Hosted Environment Per Hour</td>
</tr>
<tr>
<td>B90000</td>
<td>Oracle Cloud Infrastructure – Database Exadata Infrastructure – Half Rack - X7 – Hosted Environment Per Hour</td>
</tr>
<tr>
<td>B90001</td>
<td>Oracle Cloud Infrastructure – Database Exadata Infrastructure – Full Rack - X7 – Hosted Environment Per Hour</td>
</tr>
<tr>
<td>B88592</td>
<td>Oracle Cloud Infrastructure – Database Exadata Additional OCPU’s – OCPU Per Hour</td>
</tr>
<tr>
<td>B88593</td>
<td>Oracle Cloud Infrastructure – Database Exadata Quarter Rack - X6 – Hosted Environment Per Hour</td>
</tr>
<tr>
<td>B88594</td>
<td>Oracle Cloud Infrastructure – Database Exadata Half Rack - X6 – Hosted Environment Per Hour</td>
</tr>
<tr>
<td>B88595</td>
<td>Oracle Cloud Infrastructure – Database Exadata Full Rack - X6 – Hosted Environment Per Hour</td>
</tr>
<tr>
<td>B88447</td>
<td>Oracle Cloud Infrastructure – Database Exadata Additional OCPU’s – BYOL – OCPU Per Hour</td>
</tr>
<tr>
<td>B88854</td>
<td>Oracle Cloud Infrastructure – Database Exadata Full Rack - X6 – BYOL – Hosted Environment Per Hour</td>
</tr>
<tr>
<td>B88855</td>
<td>Oracle Cloud Infrastructure – Database Exadata Half Rack - X6 – BYOL – Hosted Environment Per Hour</td>
</tr>
<tr>
<td>B88856</td>
<td>Oracle Cloud Infrastructure – Database Exadata Quarter Rack - X6 – BYOL – Hosted Environment Per Hour</td>
</tr>
<tr>
<td>B87871</td>
<td>Oracle Cloud Infrastructure – Database Exadata Quarter Rack - X6 - Non-metered</td>
</tr>
<tr>
<td>B87872</td>
<td>Oracle Cloud Infrastructure – Database Exadata Half Rack - X6 - Non-metered</td>
</tr>
<tr>
<td>B87873</td>
<td>Oracle Cloud Infrastructure – Database Exadata Full Rack - X6 - Non-metered</td>
</tr>
<tr>
<td>B87874</td>
<td>Oracle Cloud Infrastructure – Database Exadata Additional OCPUs - X6 - Non-metered</td>
</tr>
<tr>
<td>B87866</td>
<td>Oracle Cloud Infrastructure – Database Exadata Quarter Rack - X6 – Metered</td>
</tr>
<tr>
<td>B87867</td>
<td>Oracle Cloud Infrastructure – Database Exadata Half Rack - X6 – Metered</td>
</tr>
</tbody>
</table>
Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure – Database Exadata Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.95% during any monthly billing cycle (the "Service Commitment"). In the event an Oracle Cloud Infrastructure – Database Exadata Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.95% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure – Database Exadata Services listed above, the following shall apply:

- "Control Plane API Error Rate" means, on a per Availability Domain basis: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure – Database Exadata Service with an error status of "Internal Service Error" or "Service Unavailable" divided by, (ii) the total number of Control Plane API requests made to such Oracle Cloud Infrastructure – Database Exadata Service in each five minute period during a calendar month. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

- "Monthly Uptime Percentage" is calculated by subtracting from 100%, the average Control Plane API Error Rate for each five-minute period during the applicable calendar month.

2.7.1.7.6 Oracle Cloud Infrastructure - Data Safe

The service level agreement described below for the Oracle Cloud Infrastructure - Data Safe Services applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B91631</td>
<td>Oracle Cloud Infrastructure - Data Safe for Database Cloud Service - Audit Record Collection Over 1 Million Records - 10,000 Audit Records Per Target Per Month</td>
</tr>
<tr>
<td>B91632</td>
<td>Oracle Cloud Infrastructure - Data Safe for Database Cloud Service - Each</td>
</tr>
</tbody>
</table>

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Data Safe Service listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the "Service Commitment"). In the event an Oracle Cloud Infrastructure - Data Safe Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.9% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure - Data Safe Services listed above, the following shall apply:

- "Monthly Uptime Percentage" is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure - Data Safe Service was in the state of Unavailable (as defined below).
“Unavailable” means, on a per-Region Basis, a problem prevents external connectivity to the applicable Oracle Cloud Infrastructure - Data Safe Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 2.7.1.7.7 Oracle Cloud Infrastructure - MySQL Database Services

The service level agreement described below for the Oracle Cloud Infrastructure – MySQL Database Services applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B92425</td>
<td>MySQL Database - Standard - E2</td>
</tr>
<tr>
<td>B92426</td>
<td>MySQL Database – Storage</td>
</tr>
<tr>
<td>B92483</td>
<td>MySQL Database - Backup Storage</td>
</tr>
</tbody>
</table>

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure – MySQL Database Services listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an Oracle Cloud Infrastructure – MySQL Database Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.9% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure – MySQL Database Services listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100 percent, the average of the Control Plane API Error Rate (as defined below) for each five-minute period during the applicable calendar month.
- “Control Plane API Error Rate” means, on a per Availability Domain basis: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure – MySQL Database Service with an error status of “Internal Service Error” or “Service Unavailable” divided by (ii) the total number of Control Plane API requests to such Oracle Cloud Infrastructure – MySQL Database Service during each five-minute period during a calendar month. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 2.7.1.8 Performance Service Level Agreements

#### 2.7.1.8.1 Oracle Cloud Infrastructure Local NVMe Storage Service Level Agreement

The service level agreement described below for the Oracle Cloud Infrastructure – Compute Services applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88313</td>
<td>Oracle Cloud Infrastructure – Compute – Bare Metal Dense I/O-X5</td>
</tr>
<tr>
<td>B88314</td>
<td>Oracle Cloud Infrastructure – Compute – Bare Metal High I/O-X5</td>
</tr>
<tr>
<td>B88316</td>
<td>Oracle Cloud Infrastructure – Compute – Virtual Machine Dense I/O-X5</td>
</tr>
<tr>
<td>B88318</td>
<td>Oracle Cloud Infrastructure – Compute - Windows OS</td>
</tr>
<tr>
<td>B88515</td>
<td>Oracle Cloud Infrastructure – Compute – Bare Metal Dense I/O-X7</td>
</tr>
<tr>
<td>B88516</td>
<td>Oracle Cloud Infrastructure – Compute – Virtual Machine Dense I/O-X7</td>
</tr>
<tr>
<td>B90398</td>
<td>Oracle Cloud Infrastructure - Compute - HPC - X7 - OCPU Per Hour</td>
</tr>
</tbody>
</table>

Oracle will use commercially reasonable efforts to deliver the performance of a single NVMe drive utilized in an Oracle Cloud Infrastructure - Compute Service listed above at a Monthly Performance Rate (as defined below) of at
least 99.9% during any calendar month (the "Service Commitment"). In the event an Oracle Cloud Infrastructure – Compute Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Performance Rate</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.9% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure - Compute Services listed above, the following shall apply:

- Disk IOPS is measured at a 4K Block Size.
- “Disk Performance Decay Rate” is calculated as: (i) the number of hours Disk IOPS is less than 90 percent of the minimum IOPS published by Oracle, divided by (ii) the total number of hours in a calendar month. This excludes circumstances resulting directly or indirectly from any Common Exclusion and any time while a backup or snapshot is being performed.
- IOPS numbers are generated using FIO.
- “Monthly Performance Rate” is calculated by subtracting from 100%, the Disk Performance Decay Rate for a calendar month of the applicable Oracle Cloud Infrastructure – Compute - Bare Metal Service.

2.7.1.8.2 Oracle Cloud Infrastructure - Block Volume Performance Service Level Agreement

The service level agreement described below for the Oracle Cloud Infrastructure – Block Volume Services applies to the following SKU:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88322</td>
<td>Oracle Cloud Infrastructure – Block Volume</td>
</tr>
<tr>
<td>B91961</td>
<td>Oracle Cloud Infrastructure – Block Volume Storage - Gigabyte Storage Capacity Per Month</td>
</tr>
<tr>
<td>B91962</td>
<td>Oracle Cloud Infrastructure – Block Volume Performance - Performance Units Per Gigabyte Per Month</td>
</tr>
</tbody>
</table>

Oracle will use commercially reasonable efforts to deliver a Monthly Performance Rate (as defined below) of at least 99.9% during any calendar month (the "Service Commitment") for the Oracle Cloud Infrastructure – Block Volume Services listed above. In the event Oracle does not meet the Service Commitment for an Oracle Cloud Infrastructure – Block Volume Service listed above, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Performance Rate</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.9% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure – Block Volume Services listed above, the following shall apply:

- “Monthly Performance Rate” is calculated as: (i) the number of hours during which the IOPS of a single Block Volume is greater than 90% of the minimum Block Volume IOPS (as defined below) published by Oracle divided by, (ii) the total number of hours in the applicable calendar month. This excludes circumstances resulting directly or indirectly from any Common Exclusion and any time while a backup or snapshot is performed.
- “Block Volume IOPS” is defined as IOPS that is measured at 4K Block Size provided by the Oracle Cloud Infrastructure – Block Volume Service. The Block Volume IOPS will vary with the Block Size; You should refer to the published information for the IOPS for the specified Block Size.
IOPS numbers are generated using FIO.

2.7.1.8.3 Oracle Cloud Infrastructure Network Performance Service Level Agreement

The service level agreement described below for the Oracle Cloud Infrastructure – Compute Services applies to the following SKUs:

<table>
<thead>
<tr>
<th>SKU</th>
<th>Cloud Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88313</td>
<td>Oracle Cloud Infrastructure – Compute – Bare Metal Dense I/O-X5</td>
</tr>
<tr>
<td>B88314</td>
<td>Oracle Cloud Infrastructure – Compute – Bare Metal High I/O-X5</td>
</tr>
<tr>
<td>B88315</td>
<td>Oracle Cloud Infrastructure – Compute – Bare Metal Standard-X5</td>
</tr>
<tr>
<td>B88318</td>
<td>Oracle Cloud Infrastructure – Compute – Windows OS</td>
</tr>
<tr>
<td>B88513</td>
<td>Oracle Cloud Infrastructure – Compute – Bare Metal Standard-X7</td>
</tr>
<tr>
<td>B88515</td>
<td>Oracle Cloud Infrastructure – Compute – Bare Metal Dense I/O-X7</td>
</tr>
<tr>
<td>B88517</td>
<td>Oracle Cloud Infrastructure – Compute – Bare Metal-GPU Standard-X7</td>
</tr>
<tr>
<td>B88518</td>
<td>Oracle Cloud Infrastructure – Compute – Virtual Machine GPU Standard - X7 - GPU Per Hour</td>
</tr>
<tr>
<td>B90425</td>
<td>Oracle Cloud Infrastructure – Compute – Standard - E2 - OCPU Per Hour</td>
</tr>
<tr>
<td>B89734</td>
<td>Oracle Cloud Infrastructure – Compute – GPU Standard - V2 - GPU Per Hour</td>
</tr>
<tr>
<td>B90398</td>
<td>Oracle Cloud Infrastructure – Compute – HPC - X7 - OCPU Per Hour</td>
</tr>
<tr>
<td>B91119</td>
<td>Oracle Cloud Infrastructure – Compute – Bare Metal Standard - B1 - OCPU Per Hour</td>
</tr>
<tr>
<td>B91120</td>
<td>Oracle Cloud Infrastructure – Compute – Virtual Machine Standard - B1 - OCPU Per Hour</td>
</tr>
<tr>
<td>B92306</td>
<td>Oracle Cloud Infrastructure – Compute – Standard E3 OCPU</td>
</tr>
<tr>
<td>B92307</td>
<td>Oracle Cloud Infrastructure – Compute – Standard E3 Memory</td>
</tr>
</tbody>
</table>

Oracle will use commercially reasonable efforts to deliver a Network Performance Rate (as defined below) at a Monthly Network Performance Rate (as defined below) of at least 99.9% during any calendar month (the "Service Commitment") for the Oracle Cloud Infrastructure – Compute Services listed above. In the event Oracle does not meet the Service Commitment for network performance between two bare metal instances of an Oracle Cloud Infrastructure – Compute Service, You will be eligible to receive Service Credits for the applicable Non-Compliant Service, with the Service Credit Percentage determined as follows:

<table>
<thead>
<tr>
<th>Monthly Network Performance Rate</th>
<th>Service Credit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.9% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

For the purposes of the Oracle Cloud Infrastructure – Compute Services listed above, the following shall apply:

- “Monthly Network Performance Rate” is calculated by subtracting from 100%, the percentage of 5-minute intervals during the calendar month in which the Network Performance (as defined below) was less than 90% of the Oracle-published network throughput per Oracle-provided compute instance shape.

- “Network Performance” is defined as the average rate of data transfer using 9KB packets over a 5-minute interval as measured between two bare-metal instances of the applicable Oracle Cloud Infrastructure – Compute Service using VCN private IP addresses within an Availability Domain. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

- More details on the network performance test can be found at: https://docs.us-phoenix-1.oraclecloud.com/Content/Network/Concepts/networkperformance.htm.

3 Oracle Cloud Security Policy
3.1 Physical Security Safeguards
For Oracle Apiary Cloud Service, Oracle Container Pipelines Cloud Service, Oracle Cloud Infrastructure - Ravello Service and Oracle CASB Cloud Services, the following applies in lieu of the text in section 1.3 of the Oracle Cloud Hosting and Delivery Policies: Oracle provides secured computing facilities for both office locations and production cloud infrastructure.

4 Oracle Cloud Service Continuity Policy

Based on service availability, Oracle PaaS and IaaS services may be provisioned at multiple data centers, and dependent on product capability and customer solution design, You may be able to configure such services with disaster recovery capabilities. You are solely responsible for any such post provisioning configuration, data backups, and execution of disaster recovery activities.

4.1 Oracle Cloud Services High Availability Strategy
For Oracle Apiary Cloud Service and Oracle CASB Cloud Services, the following applies in lieu of the text in section 2.1 of the Oracle Cloud Hosting and Delivery Policies: Oracle CASB Cloud Services are designed to maintain service availability in the case of an incident affecting the services.

5 Oracle Cloud Service Level Objective Policy
Sections 3.2 (including sub sections) and 3.3 of section 3 (Oracle Cloud Service Level Agreement) of the Oracle Cloud Hosting and Delivery Policies does not apply to Oracle Container Pipelines Cloud Service.

6 Oracle Cloud Change Management Policy

6.1 Emergency Maintenance
For Oracle Cloud Infrastructure – Ravello Service, the following applies in lieu of the text in section 4.1.1 of the Oracle Cloud Hosting and Delivery Policies: Oracle will work to provide prior notice for any emergency maintenance requiring a service interruption.

6.2 Data Center Migrations
For Oracle Cloud Infrastructure – Ravello Service, the following applies in lieu of the text in section 4.1.3 of the Oracle Cloud Hosting and Delivery Policies: For data center migrations for purposes other than disaster recovery, Oracle will provide prior notice to You.

6.3 Service Change Notification
Oracle will provide You with no less than 12 months advance notice prior to the date when the Oracle Cloud Services are no longer generally available as a service (i.e., Oracle will no longer support, or make available for use, any versions of the Cloud Services). Oracle will also provide You with no less than 12 months advance notice prior to the date of removing or changing an existing API of a Cloud Service that You have deployed which requires You to materially update the code of Your application(s) which interface(s) with such Service (i.e., a material break of the API). For clarity, for orders of Oracle Monthly or Annual Universal Credits for PaaS and IaaS, the notification requirement in this section applies only to Cloud Services that You have actually deployed using the application of such credits.
7 Cloud Support Policy
For FUJITSU Cloud Service K5 DB powered by Oracle® Cloud service, Fujitsu provides first level support to customers by responding to technical inquiries and incidents reported by customers via email and telephone. Oracle provides second line support in case the technical inquiries and incidents cannot be solved by Fujitsu.

8 Oracle Cloud Suspension and Termination Policy
The second paragraph of section 6.1 of the Oracle Cloud Hosting and Delivery Policies does not apply to Oracle Cloud Infrastructure – Ravello Services.
The first paragraph of section 6.1 of the Oracle Cloud Hosting and Delivery Policies does not apply to Oracle Apiary Cloud Service.

9 Oracle Always Free Cloud Services
The following sections of the Oracle Cloud Hosting and Delivery Policies do not apply to Always Free Cloud Services: Cloud Service Continuity Policy, Cloud Service Level Agreement and Oracle Cloud Support Policy. However, if You use more than just the Free Tier of a multi-tier rate card Cloud Service and commence paying for that applicable Cloud Service, You will receive the benefit of the entire Oracle Cloud Hosting and Delivery Policies for all of Your use of that applicable Cloud Service during such a paid subscription period.

Oracle in its sole discretion may remove or modify an Always Free Cloud Service from the Always Free category (a “Removed Service”) at any time. With respect to the foregoing, if You are at the time of the removal using the Removed Service, then You may switch to a subscription fee-based version of the Removed Service in order to continue using the applicable Oracle Cloud Service.

10 Surge Protector for Web Application Firewall (WAF)
This Section 10 applies only to periods during Your subscription (a “WAF Period”) where You have acquired and deployed the Oracle Cloud Infrastructure – Web Application Firewall (“WAF”) Services and at least one of the following Oracle PaaS and IaaS Public Cloud Services (each an “Impacted Service” and collectively, the “Impacted Services”): Oracle Cloud Infrastructure – API Gateway, Oracle Cloud Infrastructure – Compute, Oracle Cloud Infrastructure – Functions, and Oracle Cloud Infrastructure – Load Balancer.

10.1 Definitions
The following terms apply to this Section 10:

- “DDoS” is a distributed denial of service attack.
- “DDoS Mitigation Specialist” is a member of Oracle’s Security Operations Center or Cloud Customer Support team who provides support for Layer 7 DDoS attacks.
- “Excess Consumption” refers to the increased amount of Impacted Services that You consume during a WAF Period due to the automatic scaling of such Impacted Services in response to a Layer 7 DDoS attack on WAF.
- “Layer 7” is defined by the Open Systems Initiative seven-layer model.
- “Layer 7 DDoS” is a DDoS attack at Layer 7 that sends HTTP/HTTPS traffic to consume resources of an Impacted Service.
- “Measured Excess Consumption” is any Excess Consumption that occurs following Your receipt of guidance from a DDoS Mitigation Specialist that his/her continued efforts are unlikely to prevent further Excess Consumption.
- “OCIDs” are unique identifiers for resources in the Oracle Cloud Infrastructure cloud and that contain metadata about the resources.
- “Region” refers to a localized geographic area in which one or more Oracle data centers are located.
- “Service Credit Requests Validation Team” is a group of Oracle engineers and product managers that validates claims of Excess Consumption submitted via Service Requests.
- “Service Request” is a support service request ticket that is submitted into the “My Oracle Support” portal.
“WAF Service Credits” are credits that equal the total amount of Cloud Service fees that You have paid Oracle for Measured Excess Consumption during a WAF Period.

10.2 WAF Service Credits Claims

If during a WAF Period, a Layer 7 DDoS attack on Your deployed WAF Services results in You incurring Excess Consumption, then You may seek to receive WAF Service Credits in accordance with the following criteria:

- During the DDoS Layer 7 attack, You must submit a Service Request into the “My Oracle Support” portal, selecting the WAF Services and the applicable DDoS component, to engage a DDoS Mitigation Specialist.
- You must comply with, and implement, all of the DDoS Mitigation Specialist’s recommendations, which may include providing the DDoS Mitigation Specialist with control of Your WAF Service deployment during the WAF Period.
- If the DDoS Mitigation Specialist advises You that his/her continued efforts are unlikely to prevent further Excess Consumption, then You may submit a claim for WAF Service Credits either through the “My Oracle Support” portal or by contacting Your Oracle customer success manager. Your claim must include all the following information:
  - a detailed description of the circumstances for Your claim;
  - information regarding the time and duration of the Layer 7 DDoS attack that caused the Excess Consumption;
  - the name(s) of the Impacted Services that had Excess Consumption;
  - the Region in which the applicable Impacted Service(s) had Excess Consumption;
  - the names of the relevant OCIDs, including tenancy OCID, compartment(s) OCID, and affected resource OCID(s);
  - a description of Your attempts to resolve the issue at the time of occurrence, including information on Your implementation of recommendations received from the DDoS Mitigation Specialist; and
  - relevant documentation/logs (such as audit console and OS events/logs) that can confirm that the applicable Impacted Service(s) experienced Excess Consumption.
- After reviewing Your claim, if the Service Credit Requests Validation Team determines that the incident was a valid Layer 7 DDoS attack and that the underlying Impacted Services automatically scaled to absorb the attack, Oracle will provide You with WAF Service Credits for any Measured Excess Consumption incurred due to such attack.
- If You have purchased the WAF Services under a Monthly Universal Credit or Annual Universal Credit model (as described in the Oracle PaaS and IaaS Universal Credits Service Descriptions document), then WAF Service Credits may only be applied towards Your next invoice for such Monthly or Annual Universal Credits following the issuance of such credits. Alternatively, if You purchased the WAF Services under a consumption model (such as Pay as You Go, as described in the Oracle PaaS and IaaS Universal Credits Service Descriptions document), then the WAF Service Credits may only be applied towards Your next invoice for Cloud Service fees You owe for WAF Services following the issuance of such credits. Other than the foregoing, WAF Service Credits may not be used to acquire any Oracle products or services.
- The provision of WAF Service Credits are YOUR EXCLUSIVE REMEDY AND ORACLE’S ENTIRE LIABILITY for any Excess Consumption due to a Layer 7 DDoS attack.
- If as a result of a Layer 7 DDoS attack You would be entitled to receive both Service Credits for the WAF Services or any Impacted Service under Section 2.7 above and WAF Service Credits under this Section 10, You will only receive WAF Service Credits under this Section 10.

10.3 Exclusions

WAF Service Credit are not granted for, and the terms of this Section 10 do not apply to:

- Government SKUs,
• any DDoS attack initiated by You, Your Users or agents and contractors, or
• any increased consumption or deployment of any Oracle Cloud Services other than the Impacted Services.