

# Are you getting the best Linux support?

## Oracle Linux Premier Support

Linux is an open source operating system and Oracle Linux, which is 100% application binary compatible with the corresponding Red Hat Enterprise Linux releases, is free to download, use and share. There is no license cost, no need for a contract and no usage audits. However, for your business critical infrastructure, you should consider Oracle Linux Premier Support.

### Comprehensive

Oracle Linux Premier Support, backed by one of the most experienced engineering and QA teams in the world, provides a complete open DevOps environment:

- Zero-downtime kernel and user-space updates with Oracle Ksplice
- KVM and server virtualization manager
- Integrated management with Oracle Enterprise Manager and Oracle Linux Manager
- Infrastructure as code with Oracle Linux Automation Manager/Engine
- High availability with Oracle Clusterware
- Dynamic tracing and diagnostics with DTrace
- Oracle Cloud Native Environment which includes Kubernetes, Kata Containers, and more.
- Software Collection Library and application streams for development
- Premier backports and life time sustaining support
- Legal indemnification
- A broad range of storage or file system options such as: Gluster, XFS, OCFS2, and Btrfs
- FIPS 140-2, Common Criteria certifications
- Listed on NIAP product compliant list
- 24 X 7 enterprise-class support
- Full stack, single vendor support

### Flexible, simple and best value

Oracle Linux Premier Support contracts include access and support for all the above add-on technologies—at no additional charge. Additionally you have the flexibility to purchase support for only the systems you choose, as you can install updates and errata without purchasing support. Moreover, the Oracle Premier Support pricing metric is per system. The system can have unlimited number of physical processors (sockets), unlimited number of cores, unlimited virtual machines and or containers.



### Easy switch

No need to reinstall your Linux systems. You can start benefiting from Oracle Linux Premier Support right away by simply running a set of commands on your current Linux systems. Then on your next Linux update, you will be using Oracle's Unbreakable Linux Network (ULN).

**For more information and to purchase Oracle Linux Premier Support, go to [shop.oracle.com](https://shop.oracle.com) or contact your Oracle Sales representative.**

# Get the support you need

## Oracle Linux Premier Support

Oracle's worldwide, around-the-clock, cost-effective Linux support is offered in 145 countries for traditional, cloud-based, or virtual environments

| Feature  | Premier Support | Basic Support |
|--|-----------------|---------------|
| 24x7 telephone and online support  | ✓               | ✓             |
| Around-the-clock access to enhancements, updates, and errata             | ✓               | ✓             |
| Oracle Enterprise Manager for Linux Management                           | ✓               | ✓             |
| Spacewalk support  | ✓               | ✓             |
| High availability with Oracle Clusterware                                | ✓               | ✓             |
| Comprehensive tracing with DTrace  | ✓               | ✓             |
| Oracle Linux load balancer   | ✓               | ✓             |
| Comprehensive indemnification  | ✓               | ✓             |
| Oracle Container runtime for Docker                                      | ✓               | ✓             |
| Oracle Linux Virtualization Manager                                      | ✓               | ✗             |
| Zero-downtime patching with Ksplice                                      | ✓               | ✗             |
| Oracle Linux Automation Manager/Engine                                   | ✓               | ✗             |
| Oracle Cloud Native Environment: Kubernetes, Kata Containers, and more   | ✓               | ✗             |
| Gluster Storage for Oracle Linux   | ✓               | ✗             |
| Oracle Linux software collections  | ✓               | ✗             |
| Oracle Linux high availability services support (Corosync and Pacemaker) | ✓               | ✗             |
| Premier backports  | ✓               | ✗             |
| Lifetime sustaining support  | ✓               | ✗             |

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