



Oracle Health Software Support Policies~ Statement of Changes Effective Date: June 14, 2024

This section describes the changes made to the Oracle Health Software Support Policies dated March 8, 2024 and reflected in the Oracle Health Software Support Policies dated June 14, 2024:

Support Terms – Matching Service Level

- Removed “Permitted Facility” concept in the first sentence
 - Deleted the second sentence in its entirety
 - Removed the words “a portion of” in the third sentence
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March 8, 2024:

Support Levels

- Corrected typo to a section reference “Customer Support Portal for Oracle Health”

Customer Support Portal for Oracle Health

- The URL address was updated from “www.cerner.com/support” to “<https://www.oracle.com/corporate/acquisitions/cerner/support/>”
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December 8, 2023:

Support Terms- Technical Contacts

- First paragraph, deleted last sentence in its entirety

Support Terms – Third Party Vendor- Specific Support Terms

- Added a new third sentence: “Support will be prepaid for the time period stipulated on your order, and will be renewable.”

Support

- Deleted the second paragraph and replaced with the following: “A detailed description of these offerings is included in the Support Levels section below. If Premier Support is no longer being offered for the Licensed Software, Regulatory and Update Support may be available. For details relating to Support coverage for Licensed Support’s specific releases, service levels offered, and coverage timeframes, please refer to the Oracle Health Capabilities documents and the Oracle Health Products documents that may be viewed at:
 - [Oracle Health Capabilities](#)
 - [Oracle Health Products](#)
 - [Oracle Health 3rd Party Capabilities](#)
 - [Oracle Health 3rd Party Products](#)”

Support Levels – Regulatory and Update Support

- First paragraph, first sentence “may” replaced the word “will”
 - Last paragraph, added “(typically)” before the word “include”
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October 1, 2023

- Initial release of the Oracle Health Software Support Policies