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Oracle Dedicated Region Cloud@Customer - FAQ

Frequently Asked Questions (FAQ)

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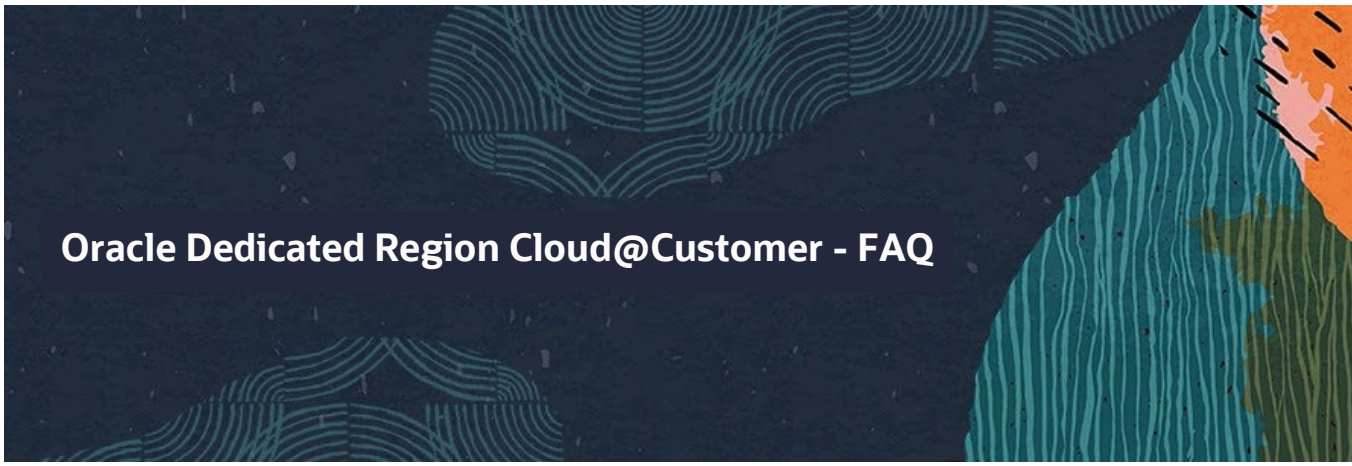


General FAQs

1. **What is Oracle Dedicated Region Cloud@Customer?** Dedicated Region Cloud@Customer is a fully-managed cloud region built with Oracle-designed high-performance infrastructure to help customers bring ALL second-generation cloud primitives and services closer to existing data and applications. Dedicated Region Cloud@Customer brings best-in-class price-performance and security to mission-critical workloads that are unlikely to move to the public cloud for several years.

2. **When would I use Oracle Dedicated Region Cloud@Customer?** You can use Oracle Dedicated Region Cloud@Customer to support applications that have low-latency or local data residency requirements. These applications may need to generate near real-time responses to end user applications or communicate with other on-premises systems. Deliver banking, payments processing, and risk management services (including Oracle products like FLEXCUBE and Modern Risk & Finance) to customers and financial clients from in-country locations to meet data locality requirements. Easily apply analytics and machine learning services to health management systems that need to remain on-premises due to latency processing requirements.

3. **What services does Oracle offer on Dedicated Region Cloud@Customer?** Oracle Dedicated Region Cloud@Customer offers the exact same set of services available in the public regions of Oracle Cloud Infrastructure. Oracle Dedicated Region Cloud@Customer is also certified to run Oracle SaaS products like ERP-Financials, HCM, and SCM, making it the only product to offer a completely integrated cloud experience for IaaS, PaaS, and SaaS software on-premises. Customers can use these services for lift and shift scenarios, or for incrementally upgrading legacy applications using modern cloud primitives while continuing to meet demanding performance and compliance goals. *Note*: Oracle Cloud Infrastructure Classic services are not available on Gen 2 Infrastructure Cloud@Customer.

4. **What type of SLAs are offered on Oracle Dedicated Region Cloud@Customer?** Oracle Dedicated Region Cloud@Customer offers the exact same SLAs for availability, manageability, and performance as a single Availability Domain in a public region. For example, if you deploy your application across multiple fault domains, an SLA with a guarantee of 99.95 percent availability applies. For more details about Oracle Dedicated Region Cloud@Customer SLAs, please see: https://www.oracle.com/cloud/iaas/sla.html

5. **In which countries is Oracle Dedicated Region Cloud@Customer available?** Oracle Dedicated Region Cloud@Customer is available in the following countries: Argentina, Australia, Austria, Belgium, Brazil, Canada, Chile, Colombia, Denmark, Finland, France, Germany, Greece, Hong Kong, India, Israel, Italy, Japan, Kenya, Mexico, Netherlands, New Zealand, Norway, Oman, Peru, Poland, Puerto Rico, Russia, Saudi Arabia, Singapore, South Korea, Spain, Sweden, Switzerland, Thailand, Turkey, United Arab Emirates, United Kingdom, United States. If you are interested in Dedicated Region Cloud@Customer and your country is not listed here, please contact Oracle.

6. **Are there any pre-requisites to getting started with Oracle Dedicated Region Cloud@Customer?** In preparation for Oracle deploying Dedicated Region Cloud@Customer at your site, please ensure that the physical site and network infrastructure meet Oracle's requirements. For example, the site must support a minimum of 0.5 mw of power and ~2,200 square feet of contiguous space for Oracle to deliver the region on-premises. Please contact Oracle for more details.

7. **How do I get started with Oracle Dedicated Region Cloud@Customer?** Please fill out the web form with the details requested to get started. An Oracle representative will contact you within three to five business days to get more information and schedule a date and time to fulfill the order.

8. **How long does it take for an Oracle Dedicated Region Cloud@Customer region to be available for use?** The region will be available for use within 19-24 weeks of when you place the order. An Oracle representative will provide weekly updates and will coordinate with your facilities management team to ensure a timely and safe delivery.

9. **How do I pay for an Oracle Dedicated Region Cloud@Customer region?** You only pay for services you consume, based on the same predictable low pricing available in Oracle's public regions. You can continue to use all existing Oracle tools like budgets, cost analysis, invoices, and usage reports to monitor and audit usage of the Dedicated Region Cloud@Customer region. Find the pricing and rate cards for Oracle Public Cloud here: https://www.oracle.com/cloud/pricing.html

10. **Is there a minimum commitment for requesting an Oracle Dedicated Region Cloud@Customer region?** Yes. Oracle Dedicated Region Cloud@Customer requires a minimum commitment of $6M/year in consumption over a three-year period. In exchange for a consumption-based commitment, you get the flexibility to select the exact amount and type of compute/storage that you need for workloads without getting locked into a specific configuration. If your workload needs change during the length of the term, Oracle will manage any hardware exchange at no additional cost. You will only be responsible for truing up the commitment made when you ordered the region.

11. **Will my Oracle Dedicated Region Cloud@Customer region get new features and security updates?** Yes. Oracle Dedicated Region Cloud@Customer is a fully-functional cloud region that Oracle upgrades with new features as they become available in public regions. Additionally, Oracle will continually execute security updates to ensure we can maintain the highest levels of security. Note, new services or capabilities that require additional infrastructure will deploy at the rate at which Oracle can expand into your data center facilities.

12. **Can I add new compute shapes or increase capacity once my region is live?** Yes. You can request a capacity increase or new compute shapes once your region is live. You can manage these requests via your Oracle sales representative, and Oracle will fulfill the request within 8-12 weeks. Note, based on your ask, if the total projected consumption exceeds your prior commitment level by 20%, you will be required to establish a new commitment level that reflects your incremental ask.

13. **How do I request technical support for workloads running on my region?** You can continue to use existing tools like the Oracle Cloud Infrastructure console, SDKs, and APIs to request technical support. Please note that for any physical maintenance, Oracle will schedule a time and require access to your physical facilities. For an additional fee, you may also purchase 24x7 on-site support where an Oracle representative is available to rapidly troubleshoot and fix any hardware and software related issues. For more details, please see https://docs.cloud.oracle.com/en-us/iaas/Content/GSG/Tasks/contactingsupport.htm

14. **Who is responsible for the physical security of Oracle Dedicated Region Cloud@Customer?** You are responsible for attesting to the physical security and access controls around Oracle Dedicated Region Cloud@Customer as part of a shared responsibility model. Note, Oracle will secure its rack cages and only Oracle representatives will have access to Oracle infrastructure running on-premises.

Compliance FAQs

15. **What compliance certifications apply to services available on Oracle Dedicated Region Cloud@Customer?** Oracle will routinely certify services available on Dedicated Region Cloud@Customer for SOC 1/2 and ISO 27001/27017 compliance programs. For additional compliance certifications like HIPAA or PCI DSS, you must request them separately, and additional charges may apply. Note that compared to public cloud services, there is a shared responsibility for physical security and access controls for compliance certifications.

16. **Are there controls in place to help customers who operate in regulated industries, like financial services?** Yes. Services available on Oracle Dedicated Region Cloud@Customer implement many of the security and privacy controls defined in the National Institute of Standards and Technology (NIST) 800-53 rev4 publication, including configuration management, identity and authentication, incident response, contingency planning, and physical and media protection. Note: Oracle does not implement FIPS 140-2 endpoints are not implemented by default, but customer communications with Oracle Cloud Infrastructure services use the latest TLS ciphers and configuration to secure data in transit. For more details on Oracle's cloud security approach, please see: https://docs.cloud.oracle.com/en-us/iaas/Content/Security/Concepts/security_overview.htm

17. **Can I use Oracle Dedicated Region Cloud@Customer to meet data residency requirements?** Yes. Data, including control plane operations (e.g. start/stop/terminate operations), stays on-premises and won't flow out of the region. Data that helps Oracle achieve its SLAs and provide continuous security and functionality updates will flow in and out as required, but without impacting data residency and sovereignty requirements. We also recommend that you confirm with their compliance teams to ensure that this addresses their residency and sovereignty requirements.

Developer Experience FAQs

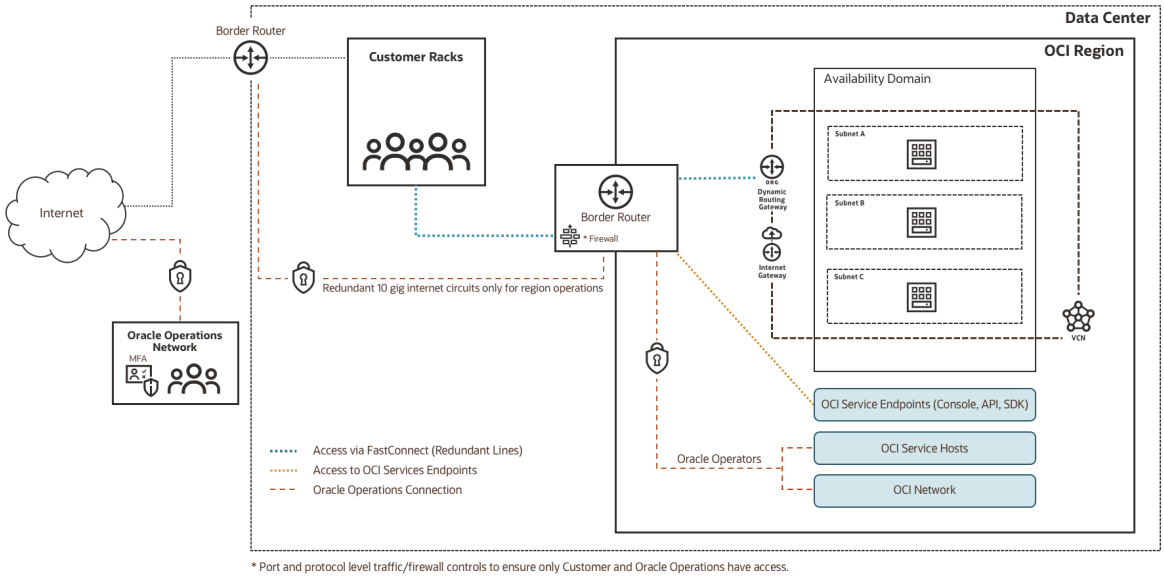
18. **How do I connect to my Oracle Dedicated Region Cloud@Customer region?** You can connect to Oracle Dedicated Region Cloud@Customer just like you do today to a public region using Oracle tools, SDKs and the management console. For example, once the region is available to you, you can configure the CLI with a region identifier created as part of the region provisioning process. You can find this region identifier in the Oracle Dedicated Region Cloud@Customer cloud management Console section under the "Manage Regions" page. Note: service and console routes are not advertised to the internet, so please make sure you have the in-region Oracle root name server configured in your network to reach Oracle's cloud services. For more details, please consult your Oracle support representative.

19. **Does Oracle Dedicated Region Cloud@Customer require internet connectivity?** Yes. Oracle uses any connections to customers' on-premises facilities only for management updates and for monitoring the region. Additionally, Oracle sends traffic along this path over a secure channel, restricted to Oracle-owned IP addresses; only operators with appropriate privileges can conduct maintenance and operations.

20. **How do I connect my on-premises systems to a VCN in Oracle Dedicated Region Cloud@Customer?** Oracle FastConnect enables customers to create a dedicated, private connection between on-premises systems and Oracle Cloud Infrastructure. With FastConnect private peering, customers can extend their existing infrastructure into a virtual cloud network (VCN) in Oracle Cloud Infrastructure. Communication across the connection is with IPv4 private addresses. For more details, please visit: https://www.oracle.com/cloud/networking/fastconnect.html

    The diagram below shows high level network connectivity information:

Simple and Secure Connectivity and Remote Operations



21. **What happens when my facility's network connection goes down?** All services will continue to operate normally, and you can access them locally. Similarly, API availability will not decrease - for instance, run/start/stop/terminate APIs will continue to work. Roll-up metrics will continue to be cached locally for a few hours, then Oracle will cache them when connectivity returns. Disconnection beyond a few hours may result in Oracle not being able to meet SLAs.

22. **Can I run the Oracle VMWare solution on Oracle Dedicated Region Cloud@Customer?** Yes. You can run the Oracle Cloud VMWare Solution on Oracle Dedicated Region Cloud@Customer. The solution is based on VMware Cloud Foundation and will deliver a full stack software-defined data center (SDDC) including VMware vSphere, NSX, and vSAN. For more details about this solution, please visit: https://www.oracle.com/corporate/pressrelease/oow19-oracle-and-vmware-091619.html

23. **Can I centrally govern workloads across public regions and my Dedicated Region Cloud@Customer region?** Yes, you can centrally manage resources like API signing keys, compartments, policies, users, and other cross-region resources to simplify governance of all workloads. You can use Oracle tenancies and compartments to organize and control access to resources created on-premises and isolate these resources from ones created in the public cloud.

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