

ORACLE CLOUD

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 MySQL Cloud Service
8. Oracle Data Integrator Cloud Service
9. Oracle WebCenter Portal Cloud Service
10. Oracle Event Hub Cloud Service
11. Oracle Big Data Cloud Service – Compute Edition
12. Oracle API Platform Cloud Service Classic
13. Oracle Data Integration Platform Cloud Service Classic
14. Oracle Visual Builder Cloud Service Classic
15. Oracle Integration Cloud Service Classic
16. Oracle Apiary Cloud Service
17. Oracle Self Service Integration Cloud
18. Oracle Visual Builder Cloud Service

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:

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

2.2 Category 2

2.2.1 Service Commitment

Commencing at Oracle's activation of the 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

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:


1. "Service Uptime" is measured by Oracle over the immediately preceding month by subtracting from 100 the addition of the Error Rate of each hour of that month, dividing the sum of those Error Rates by the total number of hours in that month, and multiplying the result by 100 to reach a percent figure.
2. "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 divided by the total number of Service REST API Calls during that one-hour time interval.
3. A "Service REST API Call" is any HTTP Request that fulfills the service's REST API specification.
4. 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 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

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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 Autonomous Data Warehouse
 29. Oracle Content and Experience Cloud Service Classic
 30. Oracle Management Cloud
 31. Oracle Analytics Cloud
 32. Oracle Integration Cloud Service – Standard
 33. Oracle Integration Cloud Service - Enterprise
 34. Oracle API Platform Cloud Service
 35. Oracle Content and Experience Cloud Service
 36. Oracle Data Integration Platform Cloud Service
 37. Oracle Mobile Hub Cloud Service
 38. Oracle Digital Assistant Cloud Service
 39. Oracle Blockchain Platform Cloud Service
 40. Oracle NoSQL Database Cloud Service
 41. Oracle Autonomous Transaction Processing

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:

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

2.4 Category 4

2.4.1 Service Commitment

Commencing at Oracle’s activation of the 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:

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

2.5 Category 5

2.5.1 Service Commitment

Commencing at Oracle's activation of the 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:

1. "Unavailable" or "Unavailability" means:
 - a. Any time during which a problem with the Oracle PaaS and IaaS Public Cloud Service prevents:
 - a. External connectivity for all Your instances, and
 - b. Access to Your attached block storage volumes.

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 Compute
2. Oracle Cloud Infrastructure Block Volume
3. Oracle Cloud Infrastructure Object Storage
4. Oracle Cloud Infrastructure FastConnect
5. Oracle Cloud Infrastructure – Database Exadata Service
6. Oracle Cloud Infrastructure – Database Cloud Service
7. Oracle Cloud Infrastructure - Database - Dense I/O
8. Oracle Cloud Infrastructure DNS
9. Oracle Cloud Infrastructure Email
10. Oracle Cloud Infrastructure File Storage
11. 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).
- “CSI” refers to a customer support identification number that is issued to customers and enables them to file support requests via My Oracle Support.
- “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.
- “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 the Oracle Cloud Infrastructure cloud and 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

Service credits (“Service Credits”) are calculated as a percentage of the net fees that are paid to Oracle for an Oracle Cloud Infrastructure Category 7 Service in the month in which any applicable Service Commitment (as defined below) was not met and are credited to You in the calendar month following Oracle’s approval of Your claim (as described below). The provision of these Service Credits are **YOUR EXCLUSIVE REMEDY AND ORACLE’S ENTIRE LIABILITY** when Oracle has not met a Service Commitment set forth in this section (Service Level Agreements) with respect to the applicable Oracle Cloud Infrastructure Category 7 Service. 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.

If You have purchased Oracle Cloud Infrastructure Category 7 Services under the Pay as you Go model (described in the Oracle PaaS and IaaS Universal Credits Service Descriptions document), Oracle will calculate Service Credits as a portion of Your actual usage of the part number that corresponds to the applicable Non-Compliant Service multiplied by Pay as you Go rates for the part number for such Non-Compliant Service. 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.

If You have purchased Oracle Cloud Infrastructure Category 7 Services under the Monthly Universal Credit model (described in the Oracle PaaS and IaaS Universal Credits Service Descriptions document), Oracle will calculate the Service Credits as a portion of the actual usage of the part number that corresponds to the applicable Non-Compliant Service multiplied by the rates (as listed in Your order) for the part number for such Non-Compliant Service. Service Credits will be added to Your Monthly Universal Credit 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.

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 named Oracle Cloud Infrastructure Category 7 Service did not meet the applicable Service Commitment;
- (ii) information regarding the time and duration of the downtime that caused the named Oracle Cloud Infrastructure Category 7 Service not to meet the applicable Service Commitment;
- (iii) the names of the Oracle Cloud Infrastructure Category 7 Service(s) that did not meet the applicable Service Commitment(s);
- (iv) the Region in which the named Oracle Cloud Infrastructure Category 7 Service did not meet the applicable 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 at the time of occurrence;
- (vii) relevant documentation/logs such as audit console, OS events/logs that can confirm that the named Oracle Cloud Infrastructure Category 7 Service did not meet the applicable Service Commitment.

In order for Oracle to consider a claim, Oracle must receive the claim within 30 calendar days from when the issue occurred that caused the named Oracle Cloud Infrastructure Category 7 Service not to meet the applicable Service Commitment. For example, if the issue occurred on June 1, Oracle must receive the claim and all required information by July 1. Oracle will use commercially reasonable efforts to process claims within 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).

Service	SLAs types offered			Resolution order
	Data Plane	Control Plane	Performance	
Oracle Cloud Infrastructure Compute	Data Plane	Control Plane	Performance	Data Plane followed by Control Plane followed by Performance
Oracle Cloud Infrastructure Block Volume	Data Plane	Control Plane	Performance	Data Plane followed by Control Plane followed by Performance
Oracle Cloud Infrastructure Object Storage	Data Plane			Data Plane
Oracle Cloud Infrastructure FastConnect	Data Plane			Data Plane
Oracle Cloud Infrastructure DNS	Data Plane			Data Plane
Oracle Cloud Infrastructure Email	Data Plane			Data Plane

Oracle Cloud Infrastructure File Storage	Data Plane	Control Plane		Data Plane followed by Control Plane
Oracle Cloud Infrastructure Web Application Firewall	Data Plane			Data Plane
Oracle Cloud Infrastructure - Database - Dense I/O	Data Plane	Control Plane		Data plane followed by Control Plane
Oracle Cloud Infrastructure – Database Cloud Service	Data Plane	Control Plane		Data plane followed by Control Plane
Oracle Cloud Infrastructure – Database Exadata Service	Data Plane	Control Plane		Data plane followed by Control Plane

Notwithstanding the provisions of this section Service Level Agreements, if Your order with Oracle or 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

The following exclusions apply to Oracle Cloud Infrastructure Category 7 Services:

- A Service Commitment does not apply to any unavailability, suspension or termination of the applicable Non-Compliant Service, or any other performance issue that results from:
 - anything that is excluded from Unplanned Downtime as described in section 3.3 (Unplanned Downtime) of *Oracle Cloud Hosting and Delivery Policies*;
 - a suspension as permitted in Your Oracle agreement; or Your order;
 - circumstances outside of Oracle's control and other force majeure events(e.g., outages initiated at Your request, outages caused by non-Oracle electrical, network, telecommunication, or other connectivity equipment, security attacks, natural disasters, or political events);
 - 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); or
 - Your failure to adhere to Oracle's recommended minimum technical configuration requirements for accessing and using the Oracle Cloud Services from Your network infrastructure and Your user work stations as set forth in the Program Documentation for the applicable Oracle Cloud Services.

If unavailability is impacted by factors other than those used in Oracle's calculation, then Oracle may issue Service Credits 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:

SKU	Cloud Service
B88313	Oracle Cloud Infrastructure –Compute –Bare Metal Dense I/O-X5
B88314	Oracle Cloud Infrastructure –Compute –Bare Metal High I/O-X5
B88315	Oracle Cloud Infrastructure –Compute –Bare Metal Standard-X5
B88316	Oracle Cloud Infrastructure –Compute –Virtual Machine Dense I/O-X5
B88317	Oracle Cloud Infrastructure –Compute –Virtual Machine Standard-X5
B88318	Oracle Cloud Infrastructure –Compute-Windows OS
B88513	Oracle Cloud Infrastructure –Compute –Bare Metal Standard-X7
B88514	Oracle Cloud Infrastructure –Compute-Virtual Machine Standard-X7
B88515	Oracle Cloud Infrastructure –Compute –Bare Metal Dense I/O-X7
B88516	Oracle Cloud Infrastructure –Compute –Virtual Machine Dense I/O-X7
B88517	Oracle Cloud Infrastructure –Compute –Bare Metal-GPU Standard-X7

Oracle will use commercially reasonable efforts to have each Oracle Cloud Infrastructure - Compute Service with the SKUs 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 any Oracle Cloud Infrastructure - Compute Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits (as defined above) for the applicable Non-Compliant Service.

Monthly Uptime Percentage for Regions

Equal to or greater than 99.0% but less than 99.99%
Less than 99.0%

Service Credit Percentage

10%
25%

Monthly Uptime Percentage for One AD Regions

Equal to or greater than 99.0% but less than 99.95%
Less than 99.0%

Service Credit Percentage

10%
25%

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

- “Monthly Uptime Percentage” is calculated by subtracting from 100 percent the percentage of minutes during the applicable calendar month in which the applicable Oracle Cloud Infrastructure - Compute Service was in the state of “Region Unavailable” (as defined below). Monthly Uptime Percentage measurements exclude downtime resulting directly or indirectly from any exclusion listed below for the applicable Oracle Cloud Infrastructure - Compute Service.
- “Region Unavailable” or “Region Unavailability” means that more than one Availability Domain in which the instance is running within the same Region is “Unavailable”.
- “One AD Region Unavailable” or “One AD Region Unavailability” means that more than one Fault Domain in which the instance is running within the same One AD Region is “Unavailable”.
- “Unavailable” or “Unavailability” means when all of the running instances have no external connectivity.

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:

SKU	Cloud Service
B88322	Oracle Cloud Infrastructure - Block Volume - Gigabyte Storage Capacity per Month
B91961	Oracle Cloud Infrastructure - Block Volume Storage - Gigabyte Storage Capacity Per Month
B91962	Oracle Cloud Infrastructure - Block Volume Performance - Performance Units Per Gigabyte Per Month

Oracle will use commercially reasonable efforts to have each Oracle Cloud Infrastructure - Block Volume Services with the SKU 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 (as defined above) for the applicable Non-Compliant Service.

Monthly Uptime Percentage	Service Credit Percentage
Equal to or greater than 99.0% but less than 99.99%	10%
Less than 99.0%	25%

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

- “Monthly Uptime Percentage” is calculated by subtracting from 100 percent the percentage of minutes during the applicable calendar month in which the applicable Oracle Cloud Infrastructure - Block Volume Service was in the state of “Unavailable” (as defined below). Monthly Uptime Percentage measurements exclude downtime resulting directly or indirectly from any exclusion listed below for the applicable Oracle Cloud Infrastructure - Block Volume Service.
- “Unavailable” or “Unavailability” means when all of the attached volumes perform zero read write IO with pending IO in the queue.

Additional Exclusions

In addition to the exclusions described above in the section titled Common Exclusions, the following additional exclusion applies to this subsection:

- Loss of connectivity due to issues with an Oracle Cloud Infrastructure - Compute Service, an Oracle Cloud Infrastructure Virtual Cloud Network (VCN) offering, or an Oracle Cloud Infrastructure – FastConnect Service is not covered as part of the service level agreement for the Oracle Cloud Infrastructure – Block Volume Services listed above, but are covered as part of the service level agreements for the Oracle Cloud Infrastructure – Compute Service or the Oracle Cloud Infrastructure - FastConnect Service, as applicable.

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:

SKU	Cloud Service
B88323	Oracle Cloud Infrastructure - Object Storage – Requests
B88324	Oracle Cloud Infrastructure - Object Storage - Storage

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

Monthly Uptime Percentage	Service Credit Percentage
Equal to or greater than 99.0% but less than 99.9%	10%

Less than 99.0%

25%

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

- “Monthly Uptime Percentage” is calculated by subtracting from 100 percent the average of the “API Error Rate” for each five minute period in 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 for each five minute period during the calendar month. The calculation of the number of the internal server errors does not include errors that arise directly or indirectly as a result of any of the exclusions listed below for the applicable Oracle Cloud Infrastructure - Object Storage Service.

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:

SKU	Cloud Service
B88325	Oracle Cloud Infrastructure - FastConnect 1 Gbps
B88326	Oracle Cloud Infrastructure - FastConnect 10 Gbps
B87894	Oracle Network Cloud Service – FastConnect – Port Speed 1Gbps – Non Metered
B87895	Oracle Network Cloud Service – FastConnect – Port Speed 1Gbps – Non Metered

Oracle will use commercially reasonable efforts to have each Oracle Cloud Infrastructure - FastConnect Service Virtual Connection (as defined below) available for at least 99.9% of any calendar month (the “**Service Commitment**”). In the event the Oracle Cloud Infrastructure - FastConnect Service for the SKUs listed above does not meet the Service Commitment, You will be eligible to receive Service Credits (as defined above) for the applicable Non-Compliant Service.

Monthly Uptime Percentage

Service Credit Percentage

Equal to or greater than 99.0% but less than 99.9%
Less than 99.0%

10%
25%

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

- “Monthly Uptime Percentage” is calculated by subtracting from 100 percent 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 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” or “Unavailability” mean 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.

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:

SKU	Cloud Service
B89999	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack - X7 - Hosted Environment Per Hour
B90000	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Half Rack - X7 - Hosted Environment Per Hour
B90001	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Full Rack - X7 - Hosted Environment Per Hour
B88592	Oracle Cloud Infrastructure - Database Exadata Additional OCPU's - OCPU Per Hour
B88593	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - Hosted Environment Per Hour
B88594	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - Hosted Environment Per Hour
B88595	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - Hosted Environment Per Hour
B88847	Oracle Cloud Infrastructure - Database Exadata Additional OCPU's - BYOL - OCPU Per Hour
B88854	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - BYOL - Hosted Environment Per Hour
B88855	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - BYOL - Hosted Environment Per Hour
B88856	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - BYOL - Hosted Environment Per Hour
B87871	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - Non-metered
B87872	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - Non-metered
B87873	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - Non-metered
B87874	Oracle Cloud Infrastructure - Database Exadata Additional OCPU's - X6 - Non-metered
B87866	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - Metered
B87867	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - Metered
B87868	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - Metered
B87869	Oracle Cloud Infrastructure - Database Exadata Additional OCPU's - X6 - Metered
B87870	Oracle Cloud Infrastructure - Database Exadata Additional OCPU's - X6 - Metered
B90777	Oracle Cloud Infrastructure - Database Exadata Infrastructure – Base System- Hosted Environment Per Hour
B91535	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack – X8- Hosted Environment Per Hour
B91536	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Half Rack – X8- Hosted Environment Per Hour
B91537	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Full Rack – X8- Hosted Environment Per Hour

Oracle will use commercially reasonable efforts to have each Oracle Cloud Infrastructure – Database Exadata Service for the SKUs listed above available with a Monthly Uptime Percentage (as defined below) of at least 99.95%, in each case during any calendar month (the "**Service Commitment**"). In the event any Oracle Cloud Infrastructure – Database Exadata Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits (as described above) for the applicable Non-Compliant Service.

Monthly Uptime Percentage	Service Credit Percentage
Equal to or greater than 99.0% but less than 99.95%	10%
Less than 99.0%	25%

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

- “Monthly Uptime Percentage” is calculated by subtracting from 100 percent the percentage of minutes during the applicable calendar month in which the applicable Oracle Cloud Infrastructure – Database Exadata Service is not “Available” (as defined below) on a per-Availability Domain basis.
- “Available” means, for an Oracle Cloud Infrastructure – Database Exadata Service, that it is considered available for a minute if within the minute these conditions hold true: (a) at least one database compute server is able to receive a network connection from an application or a user, and (b) at least one I/O operation can be issued to the Exadata Storage subsystem.

Additional Exclusions

In addition to the exclusions described above in the section titled Common Exclusions, the following additional exclusions apply to this subsection:

- The Service Commitment does not apply to any unavailability, suspension or termination of the Oracle Cloud Infrastructure – Database Exadata Service, or any other performance issue that results from:
 - Issues related to the database (since the database is managed by You and not by Oracle);
 - Any actions or inactions of You or any third party (e.g., restarting/stopping/patching a database, filling up storage, mis-configuring database parameters, 3rd party agents/software installed on the local OS, mis-configuring security groups, VCN configurations or credential settings, disabling encryption keys or making the encryption keys inaccessible, etc.);
 - Any maintenance pursuant to Your Oracle agreement; or
 - Recovery issues or slowdowns due to insufficient configured resources such as IO, CPU, network, or memory for Your database workload;
- Loss of network connectivity due to issues with an Oracle Cloud Infrastructure Virtual Cloud Network (VCN) offering or an Oracle Cloud Infrastructure - FastConnect Service is not covered as part of the service level agreement for the Oracle Cloud Infrastructure - Database Exadata Services listed above, but is covered as part of the service level agreement for the Oracle Cloud Infrastructure - FastConnect Service.

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:

SKU	Cloud Service
B88525	Oracle Cloud Infrastructure Service - DNS
B90327	Oracle Cloud Infrastructure Service – DNS Traffic Management

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

Monthly Uptime Percentage	Service Credit Percentage
Equal to or greater than 99.5% but less than 99.99%	25%
Less than 99.5%	50%

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

- “Monthly Uptime Percentage” is calculated by subtracting from 100 percent the percentage of minutes during the applicable calendar month in which the applicable Oracle Cloud Infrastructure – DNS Nameserver Infrastructure fails to respond to DNS queries.

- “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.

Additional Exclusions

In addition to the exclusions described above in the section titled Common Exclusions, the following additional exclusions apply to this subsection:

- The Service Commitment does not apply to any unavailability, suspension or termination of the Oracle Cloud Infrastructure – DNS Service, or any other performance issue that results from:
 - Any actions or inactions of You or any third party;
 - Your or Your representatives’ or Users’ failure to comply with the terms and conditions of Your Oracle agreement;
 - Any failure to comply with the usage limits set forth in Your applicable order;
 - any inaccurate or insufficient information or configurations provided or set by You or Your representative(s) or Users;
 - Your or Your representatives’ or Users’ failure to use all four DNS nameserver hostnames provided by Oracle;
 - Any misuse of the Oracle Cloud Services;
 - Any network unavailability outside of the NI or PI; any malicious acts by a third party against You or Your Users, agents or suppliers;
 - With regards to Support Outage, Your attempts to contact/submit a support ticket to Oracle outside of the specified support hours; or
 - Scheduled maintenance or emergency maintenance.

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:

SKU	Cloud Service
B88523	Oracle Cloud Infrastructure Service – Email Delivery

Oracle will use commercially reasonable efforts to have each Oracle Cloud Infrastructure – Email Delivery Service with the SKU 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 (as defined above) for the applicable Non-Compliant Service.

Monthly Uptime Percentage	Service Credit Percentage
Equal to or greater than 99.0% but less than 99.9%	10%
Less than 99.0%	25%

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

- “Monthly Uptime Percentage” is calculated by subtracting from 100 percent the percentage of minutes during the applicable calendar month in which the applicable Oracle Cloud Infrastructure – Email Delivery SMTP Endpoint was in the state of “Region Unavailability” (as defined below).
- “Region Unavailability” is the inability of Oracle’s Email Delivery SMTP Endpoint in a specific Region to accept email from a customer for at least a continuous minute.

Additional Exclusions

In addition to the exclusions described above in the section titled Common Exclusions, the following additional exclusions apply to this subsection:

- The Service Commitment does not apply to any unavailability, suspension or termination of the Oracle Cloud Infrastructure – Email Delivery Service, or any other performance issues that result from:
 - Any failure to comply with the usage limits set forth in Your order.
 - Any inaccurate or insufficient information or configurations provided or set by You or Your representative(s) or Users; or
 - Any malicious acts by a third party against You or against Your Users, agents or suppliers.

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:

SKU	Cloud Service
B89057	Oracle Cloud Infrastructure Service – File Storage
B89336	Oracle Cloud Infrastructure Service – File Storage
B89439	Oracle Cloud Infrastructure Service – File Storage

Oracle will use commercially reasonable efforts to have each Oracle Cloud Infrastructure – File Storage Service with the SKUs 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 any Oracle Cloud Infrastructure – File Storage Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits (as defined above) for the applicable Non-Compliant Service.

Monthly Uptime Percentage	Service Credit Percentage
Equal to or greater than 99.0% but less than 99.9%	10%
Less than 99.0%	25%

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

- “Monthly Uptime Percentage” is calculated by subtracting from 100 percent the percentage of minutes during the applicable calendar month in which the applicable Oracle Cloud Infrastructure – File Storage Service was in the state of “Unavailability”. Monthly Uptime Percentage measurements exclude downtime resulting directly or indirectly from any exclusion listed below for the applicable Oracle Cloud Infrastructure – File Storage Service.
- “Unavailability” means that in one Availability Domain in which the file system is running, the file system cannot process any NFS request when there are NFS requests queued.

Additional Exclusions

In addition to the exclusions described above in the section titled Common Exclusions, the following additional exclusions apply to this subsection:

- The Service Commitment does not apply to any unavailability, suspension or termination of the Oracle Cloud Infrastructure – File Storage Service, or any other performance issue that results from:
 - Any inaccurate or insufficient information or configurations provided or set by You or Your representative(s) or Users.
- Loss of connectivity due to issues with the Oracle Cloud Infrastructure Compute Service, Oracle VPN Service, or FastConnect Service is not covered in this Oracle Cloud Infrastructure – File Storage service level agreement, but addressed in the service level agreements for the Oracle Cloud Infrastructure – Compute Service, the Oracle Cloud Infrastructure – VPN Service, or the Oracle Cloud Infrastructure – FastConnect Service, as applicable.

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:

SKU	Cloud Service
B90329	OCI Web Application Firewall - Requests - 1,000,000 Incoming Requests
B90330	OCI Web Application Firewall - Good Traffic - Gigabyte of Good Traffic
B90332	OCI Web Application Firewall - Bot Management

Oracle will use commercially reasonable efforts to have each Oracle Cloud Infrastructure Web Application Firewall Service with the SKUs 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 any Oracle Cloud Infrastructure Web Application Firewall Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits (as defined above) for the applicable Non-Compliant Service.

Monthly Uptime Percentage	Service Credit Percentage
Equal to or greater than 99.0% but less than 99.99%	10%
Equal to or greater than 95.0% but less than 99.0%	25%

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

- “Monthly Uptime Percentage” is calculated by subtracting from 100 percent the percentage of minutes during the applicable calendar month in which the applicable Oracle Cloud Infrastructure Web Application Firewall Service was in the state of “Region Unavailability” (as defined below).
- “Region Unavailability” is the inability of the Oracle Cloud Infrastructure Web Application Firewall Service to receive HTTP/S requests according to configured WAF settings.

Additional Exclusions

In addition to the exclusions described in the section titled Common Exclusions, the following additional exclusions apply to this subsection:

- The Service Commitment does not apply to any unavailability, suspension or termination of the Oracle Cloud Infrastructure – Web Application Firewall service, or any other performance issue that results from:

- Failure to comply with the usage limits set forth in Your order;
- Any inaccurate or insufficient information or configurations provided or set by You or Your representative(s) or Your Users; or
- Any malicious acts by a third party against You or against Your Users, agents or suppliers;

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:

SKU	Cloud Service
B90569	Oracle Cloud Infrastructure - Database Cloud Service - Standard Edition
B90570	Oracle Cloud Infrastructure - Database Cloud Service - Enterprise Edition
B90571	Oracle Cloud Infrastructure - Database Cloud Service - Enterprise Edition High Performance
B90572	Oracle Cloud Infrastructure - Database Cloud Service - Enterprise Edition Extreme Performance
B90573	Oracle Cloud Infrastructure - Database Cloud Service - All Editions - BYOL

Oracle will use commercially reasonable efforts to have each Oracle Cloud Infrastructure - Database Cloud Service with the SKUs 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 any Oracle Cloud Infrastructure - Database Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits (as defined above) for the applicable Non-Compliant Service.

Monthly Uptime Percentage	Service Credit Percentage
Equal to or greater than 99.0% but less than 99.9%	10%
Less than 99.0%	25%

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 percent the percentage of minutes during the applicable calendar month in which the applicable Oracle Cloud Infrastructure – Database Cloud Service is not “Available” (as defined below) on a per-Availability Domain basis.
- “Available” means for an Oracle Cloud Infrastructure – Database Cloud Service that it is considered available for a minute if within the minute these conditions hold true: (a) the VM (at least one VM with RAC configurations) is able to receive a network connection from an application or a user, and (b) at least one I/O operation can be issued to the Block Storage.

Additional Exclusions

In addition to the exclusions described above in the section titled Common Exclusions, the following additional exclusions apply to this subsection:

- The Service Commitment does not apply to any unavailability, suspension or termination of the Oracle Cloud Infrastructure – Database Cloud Services, or any other performance issues that result from:
 - Issues related to the database (since the database is managed by You and not by Oracle);
 - Any actions or inactions of You or any third party (e.g., restarting/stopping/patching a database, filling up storage, mis-configuring database parameters, 3rd party agents/software installed on the local OS,

mis-configuring security groups, VCN configurations or credential settings, disabling encryption keys or making the encryption keys inaccessible, etc.);

- Any maintenance as provided for pursuant to Your Oracle agreement; or
- Recovery issues or slowdowns due to insufficient configured resources such as IO, CPU, network, or memory for Your database workload.
- Loss of network connectivity due to issues with an Oracle Cloud Infrastructure Virtual Cloud Network (VCN) offering or an Oracle Cloud Infrastructure - FastConnect Service is not covered as part of the service level agreement for the Oracle Cloud Infrastructure – Database Cloud Services listed above, but are covered as part of the service level agreement for the Oracle Cloud Infrastructure - FastConnect Service.

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:

SKU	Cloud Service
B89621	Oracle Cloud Infrastructure - Database Standard Edition - Dense I/O - X7
B89622	Oracle Cloud Infrastructure - Database Enterprise Edition - Dense I/O - X7
B89623	Oracle Cloud Infrastructure - Database Enterprise High Performance Edition - Dense I/O - X7
B89624	Oracle Cloud Infrastructure - Database Enterprise Extreme Performance Edition - Dense I/O - X7
B89625	Oracle Cloud Infrastructure - Database All Editions - Dense I/O - X7 - BYOL
B88335	Oracle Cloud Infrastructure - Database Standard Edition - Dense I/O
B88332	Oracle Cloud Infrastructure-Database Enterprise Edition - Dense I/O
B88334	Oracle Cloud Infrastructure-Database Enterprise High Performance Edition-Dense I/O
B88333	Oracle Cloud Infrastructure-Database Enterprise Extreme Performance Edition-Dense I/O
B88335	Oracle Cloud Infrastructure - Database All Editions - Dense I/O - BYOL

Oracle will use commercially reasonable efforts to have each Oracle Cloud Infrastructure - Database - Dense I/O Service with the SKUs 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 any Oracle Cloud Infrastructure - Database - Dense I/O Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits (as defined above) for the applicable Non-Compliant Service.

Monthly Uptime Percentage	Service Credit Percentage
Equal to or greater than 99.0% but less than 99.9%	10%
Less than 99.0%	25%

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

- “Monthly Uptime Percentage” is calculated by subtracting from 100 percent the percentage of minutes during the applicable calendar month in which the applicable Oracle Cloud Infrastructure - Database - Dense I/O is not “Available” (as defined below) on a per-Availability Domain basis.
- An Oracle Cloud Infrastructure - Database - Dense I/O Service is considered “Available” for a minute if within the minute these conditions hold true: (a) the bare metal server is able to receive a network connection from an application or a user, and (b) at least one I/O operation can be issued to the flash storage.

Additional Exclusions

In addition to the exclusions described above in the section titled Common Exclusions, the following additional exclusions apply to this subsection:

- The Service Commitment does not apply to any unavailability, suspension or termination of the Oracle Cloud Infrastructure – Database – Dense I/O, or any other performance issue that results from:
 - Issues related to the database (since the database is managed by You and not by Oracle);
 - Any actions or inactions of You or any third party (e.g., restarting/stopping/patching a database, filling up storage, mis-configuring database parameters, 3rd party agents/software installed on the local OS, mis-configuring security groups, VCN configurations or credential settings, disabling encryption keys or making the encryption keys inaccessible, etc.);
 - Maintenance as provided for pursuant to Your Oracle agreement; or
 - Recovery issues or slowdowns due to insufficient configured resources such as IO, CPU, network, or memory for Your database workload.
- Loss of network connectivity due to issues with an Oracle Cloud Infrastructure Virtual Cloud Network (VCN) offering or an Oracle Cloud Infrastructure – FastConnect Service is not covered as part of the service level agreement for the Oracle Cloud Infrastructure - Database - Dense I/O listed above, but are covered as part of the service level agreement for the Oracle Cloud Infrastructure – FastConnect Service.

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:

SKU	Cloud Service
B88313	Oracle Cloud Infrastructure –Compute –Bare Metal Dense I/O-X5
B88314	Oracle Cloud Infrastructure –Compute –Bare Metal High I/O-X5
B88315	Oracle Cloud Infrastructure –Compute –Bare Metal Standard-X5
B88316	Oracle Cloud Infrastructure –Compute –Virtual Machine Dense I/O-X5
B88317	Oracle Cloud Infrastructure –Compute –Virtual Machine Standard-X5
B88318	Oracle Cloud Infrastructure –Compute-Windows OS
B88322	Oracle Cloud Infrastructure - Block Volume
B91961	Oracle Cloud Infrastructure - Block Volume Storage - Gigabyte Storage Capacity Per Month
B91962	Oracle Cloud Infrastructure - Block Volume Performance - Performance Units Per Gigabyte Per Month
B88514	Oracle Cloud Infrastructure –Compute-Virtual Machine Standard-X7
B88515	Oracle Cloud Infrastructure –Compute –Bare Metal Dense I/O-X7
B88516	Oracle Cloud Infrastructure –Compute –Virtual Machine Dense I/O-X7
B88517	Oracle Cloud Infrastructure –Compute –Bare Metal-GPU Standard-X7

Oracle will use commercially reasonable efforts to have each Oracle Cloud Infrastructure - Compute and Oracle Cloud Infrastructure - Block Volume Services with the SKUs 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 - Compute or the Oracle Cloud Infrastructure - Block Volume Services listed above do

not meet the Service Commitment, You will be eligible to receive Service Credits (as defined above) for the applicable Non-Compliant Service.

Monthly Uptime Percentage	Service Credit Percentage
Equal to or greater than 99.0% but less than 99.9%	10%
Less than 99.0%	25%

For the purposes of the Oracle Cloud Infrastructure - Compute and Oracle Cloud Infrastructure - Block Volume Services with the SKUs 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” for each five-minute period in the applicable calendar month.
- “Control Plane API Error Rate” means: (i) the total number of internal server errors returned by the 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 during each five-minute period during a calendar month. The calculation of the number of internal server errors does not include errors that arise directly or indirectly as a result of any of the exclusions listed below for the applicable Oracle Cloud Infrastructure - Compute or Oracle Cloud Infrastructure - Block Volume Service.
- Monthly Uptime Percentage is calculated on a per Availability Domain basis.

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:

SKU	Cloud Service
B89057	Oracle Cloud Infrastructure Service – File Storage
B89336	Oracle Cloud Infrastructure Service – File Storage
B89439	Oracle Cloud Infrastructure Service – File Storage

Oracle will use commercially reasonable efforts to have each Oracle Cloud Infrastructure – File Storage Service with the SKUs 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 any Oracle Cloud Infrastructure – File Storage Services listed above do not meet the Service Commitment, You will be eligible to receive Service Credits (as defined above) for the applicable Non-Compliant Service.

Monthly Uptime Percentage	Service Credit Percentage
Equal to or greater than 99.0% but less than 99.9%	10%
Less than 99.0%	25%

For the purposes of the Oracle Cloud Infrastructure – File Storage Services with the SKUs 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” for each five-minute period in the applicable calendar month.
- “Control Plane API Error Rate” means: (i) the total number of internal server errors returned by the 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 during each five-minute period during a calendar month. The calculation of the number of internal server errors does not include errors that arise directly or indirectly as a result of any of the exclusions listed below for the applicable Oracle Cloud Infrastructure – File Storage Service.
- Monthly Uptime Percentage is calculated on a per Availability Domain basis.

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:

SKU	Cloud Service
B90569	Oracle Cloud Infrastructure - Database Cloud Service - Standard Edition
B90570	Oracle Cloud Infrastructure - Database Cloud Service - Enterprise Edition
B90571	Oracle Cloud Infrastructure - Database Cloud Service - Enterprise Edition High Performance
B90572	Oracle Cloud Infrastructure - Database Cloud Service - Enterprise Edition Extreme Performance
B90573	Oracle Cloud Infrastructure - Database Cloud Service - All Editions - BYOL

Oracle will use commercially reasonable efforts to have each Oracle Cloud Infrastructure - Database Cloud Services with the SKUs 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 any Oracle Cloud Infrastructure - Database Cloud Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits (as defined above) for the applicable Non-Compliant Service.

Monthly Uptime Percentage

Equal to or greater than 99.0% but less than 99.9%
Less than 99.0%

Service Credit Percentage

10%
25%

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 percent the average of the “Control Plane API Error Rate” for each five-minute period in the calendar month.
- “Control Plane API Error Rate” means: (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 during each five minute period during a calendar month. The calculation of the number of internal server errors does not include errors that arise directly or indirectly as a result of any of the exclusions listed below.
- Monthly Uptime Percentage is calculated on a per Availability Domain basis.

Additional Exclusions

In addition to the exclusions described above in the section titled Common Exclusions, the following additional exclusions apply to this subsection:

- The Service Commitment does not apply to any unavailability, suspension or termination of Oracle Cloud Infrastructure – Database Cloud Services, or any other performance issue that results from:
 - Issues related to the database (since the database is managed by You and not by Oracle);
 - Any actions or inactions of You or any third party (e.g., restarting/stopping/patching a database, filling up storage, mis-configuring database parameters, 3rd party agents/software installed on the local OS, mis-configuring security groups, VCN configurations or credential settings, disabling encryption keys or making the encryption keys inaccessible, etc.);
 - 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);
 - Any maintenance as provided for pursuant to Your Oracle agreement; or

- Recovery issues or slowdowns due to insufficient configured resources such as IO, CPU, network, or memory for Your database workload.
- Loss of network connectivity due to issues with an Oracle Cloud Infrastructure Virtual Cloud Network (VCN) offering or an Oracle Cloud Infrastructure - FastConnect Service is not covered as part of the service level agreement for the Oracle Cloud Infrastructure – Database Cloud Services listed above, but are covered as part of the service level agreement for the Oracle Cloud Infrastructure - FastConnect Service.

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:

SKU	Cloud Service
B89621	Oracle Cloud Infrastructure - Database Standard Edition - Dense I/O - X7
B89622	Oracle Cloud Infrastructure - Database Enterprise Edition - Dense I/O - X7
B89623	Oracle Cloud Infrastructure - Database Enterprise High Performance Edition - Dense I/O - X7
B89624	Oracle Cloud Infrastructure - Database Enterprise Extreme Performance Edition - Dense I/O - X7
B89625	Oracle Cloud Infrastructure - Database All Editions - Dense I/O - X7 - BYOL
B88335	Oracle Cloud Infrastructure - Database Standard Edition - Dense I/O
B88332	Oracle Cloud Infrastructure-Database Enterprise Edition - Dense I/O
B88334	Oracle Cloud Infrastructure-Database Enterprise High Performance Edition-Dense I/O
B88333	Oracle Cloud Infrastructure-Database Enterprise Extreme Performance Edition-Dense I/O
B88335	Oracle Cloud Infrastructure - Database All Editions - Dense I/O - BYOL

Oracle will use commercially reasonable efforts to have each Oracle Cloud Infrastructure - Database - Dense I/O Service with the SKUs 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 any Oracle Cloud Infrastructure - Database - Dense I/O Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits (as defined above) for the applicable Non-Compliant Service.

Monthly Uptime Percentage	Service Credit Percentage
Equal to or greater than 99.0% but less than 99.9%	10%
Less than 99.0%	25%

For the purposes of the Oracle Cloud Infrastructure - Database - Dense I/O Services with the SKUs 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” for each five minute period in the calendar month.
- “Control Plane API Error Rate” means: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Database - Dense I/O with an error status of “Internal Service Error” or “Service Unavailable” divided by (ii) the total number of Control Plane API requests during each five minute period during a calendar month. The calculation of the number of internal server errors does not include errors that arise directly or indirectly as a result of any of the exclusions listed below.
- Monthly Uptime Percentage is calculated on a per Availability Domain basis.

Additional Exclusions

In addition to the exclusions described above in the section titled Common Exclusions, the following additional exclusions apply to this subsection:

- The Service Commitment does not apply to any unavailability, suspension or termination of the Oracle Cloud Infrastructure – Database – Dense I/O, or any other performance issue that results from:
 - Issues related to the database (since the database is managed by You and not by Oracle);
 - Any actions or inactions of You or any third party (e.g., restarting/stopping/patching a database, filling up storage, mis-configuring database parameters, 3rd party agents/software installed on the local OS, mis-configuring security groups, VCN configurations or credential settings, disabling encryption keys or making the encryption keys inaccessible, etc.);
 - 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);
 - Any maintenance as provided for pursuant to Your Oracle Agreement; or
 - Recovery issues or slowdowns due to insufficient configured resources such as IO, CPU, network, or memory for Your database workload;
- Loss of network connectivity due to issues with an Oracle Cloud Infrastructure Virtual Cloud Network (VCN) offering or an Oracle Cloud Infrastructure - FastConnect Service is not covered as part of the service level agreement for the Oracle Cloud Infrastructure - Database - Dense I/O listed above, but are covered as part of the service level agreement for the Oracle Cloud Infrastructure - FastConnect Service.

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:

SKU	Cloud Service
B89999	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack - X7 - Hosted Environment Per Hour
B90000	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Half Rack - X7 - Hosted Environment Per Hour
B90001	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Full Rack - X7 - Hosted Environment Per Hour
B88592	Oracle Cloud Infrastructure - Database Exadata Additional OCPU's - OCPU Per Hour
B88593	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - Hosted Environment Per Hour
B88594	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - Hosted Environment Per Hour
B88595	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - Hosted Environment Per Hour
B88847	Oracle Cloud Infrastructure - Database Exadata Additional OCPU's - BYOL - OCPU Per Hour
B88854	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - BYOL - Hosted Environment Per Hour
B88855	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - BYOL - Hosted Environment Per Hour
B88856	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - BYOL - Hosted Environment Per Hour
B87871	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - Non-metered
B87872	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - Non-metered
B87873	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - Non-metered
B87874	Oracle Cloud Infrastructure - Database Exadata Additional OCPUs - X6 - Non-metered
B87866	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - Metered
B87867	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - Metered
B87868	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - Metered
B87869	Oracle Cloud Infrastructure - Database Exadata Additional OCPU's - X6 - Metered
B87870	Oracle Cloud Infrastructure - Database Exadata Additional OCPU's - X6 - Metered
B90777	Oracle Cloud Infrastructure - Database Exadata Infrastructure – Base System- Hosted Environment Per Hour
B91535	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack – X8- Hosted Environment Per Hour
B91536	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Half Rack – X8- Hosted Environment Per Hour
B91537	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Full Rack – X8- Hosted Environment Per Hour

Oracle will use commercially reasonable efforts to have each Oracle Cloud Infrastructure – Database Exadata Service for the SKUs 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 any Oracle Cloud Infrastructure – Database Exadata Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits (as described above) for the applicable Non-Compliant Service.

Monthly Uptime Percentage	Service Credit Percentage
Equal to or greater than 99.0% but less than 99.95%	10%
Less than 99.0%	25%

For the purposes of the Oracle Cloud Infrastructure – Database Exadata Services with the SKUs 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” for each five-minute period in the calendar month.
- “Control Plane API Error Rate” means: (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 during each five minute period during a calendar month. The calculation of the number of internal server errors does not include errors that arise directly or indirectly as a result of any of the exclusions listed below.
- Monthly Uptime Percentage is calculated on a per Availability Domain basis.

Additional Exclusions

In addition to the exclusions described above in the section titled Common Exclusions, the following additional exclusions apply to this subsection:

- The Service Commitment does not apply to any unavailability, suspension or termination of the Oracle Cloud Infrastructure – Database Exadata Service, or any other performance issue that results from:
 - Issues related to the database (since the database is managed by You and not by Oracle);
 - Any actions or inactions of You or any third party (e.g., restarting/stopping/patching a database, filling up storage, mis-configuring database parameters, 3rd party agents/software installed on the local OS, mis-configuring security groups, VCN configurations or credential settings, disabling encryption keys or making the encryption keys inaccessible, etc.);
 - 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);
 - Any maintenance as provided for pursuant to Your Oracle agreement;
 - recovery issues or slowdowns due to insufficient configured resources such as IO, CPU, network, or memory for Your database workload;
- Loss of network connectivity due to issues with an Oracle Cloud Infrastructure Virtual Cloud Network (VCN) offering or an Oracle Cloud Infrastructure - FastConnect Service is not covered as part of the service level agreement for the Oracle Cloud Infrastructure - Database Exadata Services listed above, but are covered as part of the service level agreement for the Oracle Cloud Infrastructure - FastConnect Service.

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:

SKU	Cloud Service
B88313	Oracle Cloud Infrastructure –Compute –Bare Metal Dense I/O-X5
B88314	Oracle Cloud Infrastructure –Compute –Bare Metal High I/O-X5
B88316	Oracle Cloud Infrastructure –Compute –Virtual Machine Dense I/O-X5
B88318	Oracle Cloud Infrastructure –Compute-Windows OS
B88515	Oracle Cloud Infrastructure –Compute –Bare Metal Dense I/O-X7
B88516	Oracle Cloud Infrastructure –Compute –Virtual Machine Dense I/O-X7

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

Monthly Performance Rate	Service Credit Percentage
Monthly Performance Rate greater than 99.0% but less than 99.9%	10%
Monthly Performance Rate rate less than 99.0%	25%

For the purposes of the Oracle Cloud Infrastructure Category 7 Services with the SKUs listed above, the following shall apply:

- "Monthly Performance Rate" is calculated by subtracting from 100 percent the "Disk Performance Rate" (as defined below) for the applicable calendar month for the applicable Oracle Cloud Infrastructure – Compute - Bare Metal Service.
- Disk Performance Rate" is calculated as: (i) total 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.
- Disk "IOPS" is measured at 4K Block Size.
- IOPS numbers are generated using FIO. More details on the performance test can be found at <https://docs.us-phoenix-1.oraclecloud.com/Content/Compute/Concepts/computepformance.htm>.

Additional Exclusions

In addition to the exclusions described above in the section titled Common Exclusions, the following additional exclusions apply to this subsection:

- The Service Commitment does not apply to the published IOPS numbers while a backup or snapshot is being performed.
- The Service Commitment does not apply to performance degradations caused by a known hardware failure.

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:

SKU	Cloud Service
B88322	Oracle Cloud Infrastructure - Block Volume

B91961	Oracle Cloud Infrastructure - Block Volume Storage - Gigabyte Storage Capacity Per Month
B91962	Oracle Cloud Infrastructure - Block Volume Performance - Performance Units Per Gigabyte Per Month

Oracle will use commercially reasonable efforts to deliver "Block Volume Performance" (as defined below) of at least 99.9% during any calendar month (the "**Service Commitment**") for the SKU listed above. In the event Oracle does not meet the Service Commitment for the SKU listed above, You will be eligible to receive Service Credits (as defined above) for the applicable Non-Compliant Service.

Monthly Performance Rate	Service Credit Percentage
Monthly Performance Rate greater than 99.0% but less than 99.9%	10%
Monthly Performance Rate less than 99.0%	25%

For the purposes of the SKUs listed above, the following shall apply:

- "Block Volume Performance" is defined as 90 percent of the minimum Block Volume IOPS published by Oracle.
- "Block Volume Performance Rate" is calculated as: (i) the total number of hours during which the IOPS of a single Block Volume is less than the applicable "Block Volume Performance", divided by (ii) the total number of hours in a calendar month.
- "Monthly Performance Rate" is calculated by subtracting from 100 percent the applicable "Block Volume Performance Rate".
- "Block Volume IOPS" is defined as IOPS that is measured at 4K Block Size. 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. More details on the performance test can be found at <https://docs.us-phoenix-1.oraclecloud.com/Content/Block/Concepts/blockvolumepformance.htm>.

Additional Exclusions

In addition to the exclusions described above in the section titled Common Exclusions, the following additional exclusions apply to this subsection:

- The Service Commitment does not apply to the IOPS numbers published by Oracle while a backup or snapshot is performed.
- The Service Commitment does not apply to the maximum IOPS number when sufficient bandwidth is not available for the compute instance to which Block Volume is attached.

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:

SKU	Cloud Service
B88313	Oracle Cloud Infrastructure –Compute –Bare Metal Dense I/O-X5
B88314	Oracle Cloud Infrastructure –Compute –Bare Metal High I/O-X5
B88315	Oracle Cloud Infrastructure –Compute –Bare Metal Standard-X5
B88318	Oracle Cloud Infrastructure –Compute-Windows OS
B88513	Oracle Cloud Infrastructure –Compute –Bare Metal Standard-X7
B88515	Oracle Cloud Infrastructure –Compute –Bare Metal Dense I/O-X7
B88517	Oracle Cloud Infrastructure –Compute –Bare Metal-GPU Standard-X7

Oracle will use commercially reasonable efforts to deliver a Network Performance Rate (as defined below) of at least 99.9% during any calendar month (the "**Service Commitment**") for the SKUs listed above. In the event Oracle does not meet the Service Commitment for network performance between two bare metal instances, You will be eligible to receive Service Credits (as defined above) for the applicable Non-Compliant service.

Network Performance	Monthly Performance Rate	Service Credit Percentage
90% of Line-rate Network Bandwidth at 9KB packets	99.0% but less than 99.9% of 5-minute intervals	10%
	Less than 99.0% of 5-minute intervals	25%

For the purposes of the SKUs listed above, the following shall apply:

- Monthly Performance Rate" is calculated by subtracting from 100 percent the percentage of 5-minute intervals during the applicable calendar month in which the "Network Performance" 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 using VCN private IP addresses within an Availability Domain.
- More details on the performance test can be found at <https://docs.us-phoenix-1.oraclecloud.com/Content/Network/Concepts/networkperformance.htm>.

Additional Exclusions

In addition to the exclusions described above in the section titled Common Exclusions, the following additional exclusion applies to this subsection:

- The Oracle Cloud Infrastructure Network Performance Service Level Agreement only applies to Bare Metal instances and not to virtual machines.

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

The scheduled maintenance periods for the Oracle PaaS and IaaS Public Cloud Services are documented on My Oracle Support in Knowledge Article 1681146.1: <https://support.oracle.com/epmos/faces/DocumentDisplay?id=1681146.1>.

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.

7 Oracle 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 inquires 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.

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Integrated Cloud Applications & Platform Services

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