
Oracle Platinum Services Policies

Effective Date: 2-May-2017

Table of Contents

1. [Overview](#)
2. [Initiating Platinum Services](#)
3. [Platinum Services](#)
4. [Platinum Services Response Times Targets](#)
5. [Your Obligations](#)
6. [Remote Services](#)
7. [Oracle Fault Monitoring Tools](#)
8. [Network Access](#)
9. [Change Management](#)
10. [Global Customer Support Security Practices](#)
11. [Termination of Platinum Services](#)
12. [Contact Information](#)

1. Overview

Unless otherwise stated, these Oracle Platinum Services Policies apply to technical support services for Certified Platinum Configurations, as defined below.

"You" and "your" refers to the individual or entity that is eligible to receive Platinum Services from Oracle or an Oracle-authorized distributor.

A "Certified Platinum Configuration" is a combination of the hardware systems, integrated software, operating system and programs as described here: <http://www.oracle.com/us/support/library/certified-platinum-configs-1652888.pdf>.

A "gateway" is the computing platform, consisting of the Oracle Advanced Support Gateway available on [My Oracle Support](#) and a physical or virtual hardware platform, which hosts Oracle's fault monitoring tools (e.g., Auto Service Request, Oracle Configuration Manager and Oracle Enterprise Manager).

To receive Platinum Services as provided by Oracle Support Services ("OSS") and described in the "Platinum Services" section below, you must: (i) have a Certified Platinum Configuration running the program releases unaltered, (ii) be current on a technical support services contract for Software Update License & Support, as described here: <http://www.oracle.com/us/support/library/057419.pdf>, and Oracle Premier Support for Systems, as described here: <http://www.oracle.com/us/support/library/hardware-systems-support-policies-069182.pdf>, (iii) properly license all programs in the Certified Platinum Configuration, (iv) enable continuous connection to the Certified Platinum Configuration, as specified by Oracle, (v) acquire a gateway that meets the minimum gateway specifications as described here: <http://www.oracle.com/us/support/library/advanced-support-gateway-host-reqs-1896462.pdf>, (vi) permit Oracle to deploy its Virtual Private Network ("VPN") on the gateway, (vii) provide network access to deploy the gateway, VPN, and Oracle fault monitoring tools, and (viii) provide Oracle with valid administrative level privileges and access to the Certified Platinum Configuration. Platinum Services are in addition to Software Update License & Support and Oracle Premier Support Systems, as described above.

These Oracle Platinum Services Policies are subject to change at Oracle's discretion; however Oracle policy changes will not result in a material reduction in the level of the technical support services provided for a Certified Platinum Configuration during the technical support services period for which fees for technical support services have been paid.

To view a comparison of these Oracle Platinum Services Policies and the previous version of the Oracle Platinum Services Policies, please refer to the attached [Statement of Changes](#) (PDF).

2. Initiating Platinum Services

In preparation for the Platinum Services, Oracle will work with you to prepare a plan: (i) for the transfer of relevant information to Oracle regarding the Certified Platinum Configuration, (ii) for the deployment of Oracle fault monitoring tools into your Certified Platinum Configuration, (iii) that describes the pre-requisites for the Platinum Services that you must meet before Oracle can commence Platinum Services, and (iv) that identifies the tasks to be executed by Oracle and you to facilitate the delivery of the Platinum Services.

With respect to initiating the Platinum Services, Oracle will:

1. Conduct meetings and/or organize efforts with you to determine the following:
 - Certified Platinum Configuration, including current version levels, patch levels and configuration.
 - The network architecture in which the Certified Platinum Configuration is deployed, including connectivity to external networks and the internet.
 - The appropriate location for the deployment of the gateway and VPN within your Certified Platinum Configuration.
2. Participate in technical discussions with you on issues related to the Platinum Services.
3. Provide instruction to you on Oracle's notification process, service request process, configuration, and change management processes that are integral to the delivery of the Platinum Services.
4. Provide instruction to you on the use and functionality of the Portal, as defined below.
5. Provide instruction to you on the Oracle installation of the gateway, VPN, and Oracle fault monitoring tools required by Oracle to monitor, restore, and/or patch the Certified Platinum Configuration.
6. Describe the remote patch installation processes that will occur once the Platinum Services are initiated.
7. Describe the necessary pre-requisites that are required before the Platinum Services can be initiated.
8. Perform a one-time high level assessment of your Certified Platinum Configuration patch profile and provide you a patch assessment report of Oracle's findings. The assessment may cover the following topics:
 - Reviewing the Certified Platinum Configuration patch inventory to determine what patches have been installed;
 - Reviewing recommended patches to identify possible conflicts between the recommended patches and the installed patches; and

Oracle will remotely review the report with you. Oracle will provide you with any recommended patch set(s). You will be responsible for approving any patches to be installed, implementing the recommended patch set(s), and installing the most current patch set for your Certified Platinum Configuration prior to Oracle performing your first remote patch installation.

In support of the initiation of the Platinum Services, you will:

1. Provide technical resources to participate in the meetings and discussions with Oracle, described above.
2. Provide your configuration documents, technical architecture documents, inventory information and other appropriate documentation related to the Certified Platinum Configuration, within either: (i) five (5) days of the order for the gateway or (ii) five (5) days from determination of eligibility for the Platinum Services.
3. Provide Oracle with any other necessary documentation, information, and data required for Oracle to initiate the Platinum Services.
4. Read, review and understand all documentation, information, instructions and resources provided to you as part of the initiation of Platinum Services.

3. Platinum Services

Platinum Services consist of the following:

Customer Specific Portal: Oracle will provide you with a customer specific web portal ("Portal") to track the status of the Platinum Services, which may consist of one or more of the following items:

- a) Orientation session materials;
- b) Contact and account information;
- c) Escalation procedures;
- d) Useful links (e.g., Oracle's technical support policies);
- e) Reports (see below);
- f) Certified Platinum Configuration information;
- g) Overall service status; or
- h) Service request change management status and patch management status.

Oracle will provide you with a password to access your Portal. Access to the Portal is subject to the My Oracle Terms of Use posted on [My Oracle Support](#). It is your responsibility to provide and maintain current notification contact information in the Portal.

Event and Certified Platinum Configuration Reporting: Oracle will provide you the following reports which will be made available via the Portal:

1. Event Reports. Oracle will provide event reports to assist you in identifying patterns that may help predict or identify improperly tuned components of the Certified Platinum Configuration. Oracle will determine the specific performance indicator data that will be collected for these reports. Event reports are updated once per hour, twenty-four (24) hours per day. Event reports contain the most recent thirty (30) days of data collected, and are organized by date, and event type.
2. Certified Platinum Configuration Reports. Oracle will provide Certified Platinum Configuration reports which will include a list of targets, associated versions, and patch history. Any such reports will be based on data provided or received during the performance of the Platinum Services.

Fault Monitoring Services: Oracle will monitor the Certified Platinum Configuration twenty-four (24) hours per day, seven (7) days a week ("24x7") to identify events that represent faults in the proper functioning of the Certified Platinum Configuration. Each detected event that results from an immediate material reduction in the quality of performance of the Certified Platinum Configuration is referred to as a "fault." Oracle will determine whether an event constitutes a fault.

For each detected fault, Oracle will:

- a) Gather additional information pertaining to the fault.
- b) Categorize the fault based upon the definitions of Severity in Oracle's technical support policies, which are available at <http://www.oracle.com/us/support/policies/index.html>.
- c) Create a service request in the Portal for faults assigned as Severity 1 or Severity 2. For all other Severity levels, Oracle will post the fault to the Portal, but will not create a service request. You may, at your discretion, create a service request in [My Oracle Support](#).
- d) Notify you of all Severity 1 and Severity 2 service requests using the e-mail information of your designated contact in the Portal.

Oracle will provide the following fault monitoring services and Oracle will determine the tasks and criteria used to monitor the Certified Platinum Configuration:

1. Hardware System and Integrated Software Monitoring. Oracle will monitor the hardware system and integrated software for faults in the proper functioning of the hardware system and integrated software.
2. Operating System Monitoring. Oracle will monitor the operating system(s) for faults in the proper functioning of the operating system.
3. Software Monitoring. Oracle will monitor the certified Platinum Services program releases for faults. Software monitoring services consist of: (i) monitoring the fault generated by the certified Platinum Services program release, and (ii) capturing key configuration parameters using Oracle fault monitoring tools.
4. Oracle Database Monitoring. Oracle will monitor the Oracle database for faults in the proper functioning of the Oracle database. Oracle database monitoring consists of: (i) monitoring the event information

provided by the Oracle database as recorded to log files and detected by custom tuned monitors, and (ii) capturing key database configuration parameters using Oracle fault monitoring tools.

Remote Patch Installation: Except as otherwise specified in this section, Oracle will remotely install patch bundles for the Certified Platinum Configuration up to four (4) times a year as described below. You will be responsible (i) for contacting Oracle to schedule the remote patch installation and (ii) for approving any patch to be installed. The exact timing of each patch installation will be mutually agreed prior to installation and documented in the Portal. A list of Certified Platinum Configurations, the programs that will be patched, and the scope of the remote patching installations is available at <http://www.oracle.com/us/support/library/remote-quarterly-patching-scope-1652890.pdf>.

Except as otherwise specified for Oracle database 11.2.0.4, you must upgrade to the latest release of the patch bundle for the Certified Platinum Configuration within six (6) months of its availability and you may not be more than two (2) patch bundle releases behind the latest release as described here: <http://www.oracle.com/us/support/library/certified-platinum-configs-1652888.pdf>. For Oracle database 11.2.0.4, you must upgrade to the latest release of the patch bundle for the Certified Platinum Configuration within twelve (12) months of its availability and you may not be more than four (4) patch bundle releases behind the latest release as described here: <http://www.oracle.com/us/support/library/certified-platinum-configs-1652888.pdf>.

Except for the patch installation services stated in this section, you are responsible for installation of all upgrades and patches to your Certified Platinum Configuration. Remote patch installations do not include Oracle Database version upgrades (e.g., 11.x to 12.x). If you are running SAP applications with the Oracle database, remote patch installation services are limited to: Power Distribution Units, InfiniBand switches, cell nodes, compute nodes, Oracle ZFS Storage ZS3-ES appliance and non-SAP Grid Infrastructure homes and their corresponding Oracle homes and databases. Oracle database patch set release upgrades (e.g. 11.2.0.2 to 11.2.0.3) are not normally included in the remote patch installations described in this Policy; however, you may request an Oracle database patch set release upgrade and, if Oracle agrees to install the upgrade, it will count as a separate remote patch installation and your total remote patch installations for the year will be reduced accordingly. Remote patch installations include the following services:

1. Support Activity Reviews - once a quarter, Oracle will review with one of your technical contact(s) (via telephone) all Certified Platinum Configuration patch installation activities for that quarter, including service requests logged by your technical contact(s), status reports, and outstanding actions to complete; and will provide an assessment of your patch plans.
2. Remote Patch Installation – Oracle will remotely perform the patch installation using either of the approaches listed below or a combination of the listed approaches depending on the patch.
 - a. Oracle will remotely perform the patch installation while your Certified Platinum Configuration is online. Patches will be installed on each application, server, storage server, or storage array. Patches will be installed one server at a time in a rolling fashion.
 - b. Oracle will remotely perform the patch installation while your Certified Platinum Configuration is offline. In order to complete the patch installation, the Certified Platinum Configuration may need to be shutdown, the hardware system may have to be rebooted and the Certified Platinum Configuration may have to be brought back up.

While planning a remote patch installation, the parties will discuss the approach(es) Oracle is going to use to perform the remote patch installation and the expected impact to your Certified Platinum Configuration during the timing and performance of the remote patch installation.

Dedicated Escalation Hotline and Escalation Managers: You will follow the service request escalation process documented on [My Oracle Support](#) (i.e., “How to Escalate a Service Request (“SR”) with Oracle Support Services [ID 199389.1]”) and you will be routed to a dedicated hotline and dedicated escalation managers specializing in the Certified Platinum Configuration.

4. Platinum Services Response Time Targets

Consistent with the Severity definitions specified in Oracle's then current technical support policies, the following response times will be provided for the Certified Platinum Configuration:

- 1) Oracle will endeavor to provide you with notification of Oracle detected faults that may result in a confirmed Severity 1 and Severity 2 service request. Notification by e-mail of detected faults will be within five (5) minutes of Oracle's detection of the fault. Such notification time-frames start upon the detection of the fault by the Oracle fault monitoring tools, and end when Oracle makes its first attempt to contact your notification contacts via e-mail.
- 2) Within fifteen (15) minutes after fault notification has been made, the fault will be validated and analyzed by Oracle, and a service request will be opened at the appropriate Severity Level (Severity 1 or Severity 2). Severity level designation is automatically determined from the type of fault event captured by the Oracle fault monitoring tools. Upon completion of analysis, Oracle may decide to upgrade or downgrade the severity level of the service request based upon the Severity definitions in Oracle's then current technical support policies, which are available at <http://www.oracle.com/us/support/policies/index.html>.
- 3) For Severity 1 service requests, within fifteen (15) minutes after the service request has been opened, Oracle will use commercially reasonable efforts to provide an action plan to restore the affected component or functionality. If, within fifteen (15) minutes of providing the plan, there is no progress towards the restoration of the Certified Platinum Configuration, OSS will escalate the service request to Oracle Engineering. Upon escalation, Oracle will use commercially reasonable efforts to provide a modified action plan for restoration of the Certified Platinum Configuration within thirty (30) minutes. The modified action plan will be developed in conjunction with Oracle Engineering and may include a joint debugging session between you and Oracle. Upon restoration of the affected component or functionality, the response times specified in this section no longer apply and the service request will follow Oracle's Severity definitions, as specified in Oracle's then current technical support policies.

In the event you log a Severity 1 service request for the Certified Platinum Configuration, the response times in item (3) above are only available if such service request(s) is/are logged in English. Service requests submitted in any language other than English will follow Oracle's Severity definitions, as specified in Oracle's then current technical support policies, which are available at <http://www.oracle.com/us/support/policies/index.html>.

5. Your Obligations

Oracle will not be responsible for any deficiency in performing the Platinum Services if such deficiency results from your failure to provide full cooperation during the implementation and post-implementation phases of Platinum Services. You acknowledge that Oracle's ability to perform the Platinum Services is contingent upon your continuous fulfillment of your obligations stated in these Oracle Platinum Services Policies, the technical support policies identified in the "Overview" section and the following:

- a. Provide Oracle with the serial number and/or other identification and entitlement information for the Certified Platinum Configuration in the manner specified by Oracle.
- b. Maintain the properly configured Certified Platinum Configuration to support the Platinum Services.
- c. Continue to provide Oracle with valid administrative level privileges and access to the Certified Platinum Configuration.
- d. Assist Oracle with the installation of the gateway, VPN, and Oracle fault monitoring tools as required for delivery of the Platinum Services, including:
 - i. Allowing Oracle to install and utilize the Oracle fault monitoring tools on the Certified Platinum Configuration; and
 - ii. Providing Oracle with login accounts for the Certified Platinum Configuration to enable Oracle to install and configure the Oracle fault monitoring tools, periodically patch, restore service, and maintain the Oracle fault monitoring tools. This includes allowing Oracle to restore the functionality of the Oracle fault monitoring tools if they fail to operate.
- e. Ensure the gateway (i) has sufficient rack and floor space, AC electrical power and internet connectivity, (ii) is correctly located within your local-area network and wide-area network environment(s) (as agreed to with Oracle) and attached to your network, (iii) is supported at your expense, to physically rack, stack, and power-up, (iv) is positioned such that the Certified Platinum Configuration can be logically routed to it

using layer 3 internet protocol (“IP”), and (v) is only used by persons authorized by Oracle in support of the Platinum Services.

- f. Upon Oracle’s request, you must provide the network addresses and implement a firewall policy that allows Oracle to deploy and configure the Oracle fault monitoring tools.
- g. Provide Oracle with two (2) public facing and two (2) private IP addresses, associated net-mask, for the gateway, and configure your security (i.e., firewall) posture to allow outbound connectivity on pre-defined ports from the gateway.
- h. Provide on-site troubleshooting in the event that Oracle is not able to remotely connect to the gateway.
- i. Except for the remote patch installations performed by Oracle as described under the Platinum Services, you must install patches, upgrades, updates, and/or fixes as recommended by Oracle to maintain the stability of the Certified Platinum Configuration.
- j. Provide one or more non-production patching environments for each production environment related to the Platinum Services, where the Platinum Services include making any changes to such production environments. Such non-production environment(s) shall be configured and maintained as per the agreed upon change management process to support delivery of the Platinum Services.
- k. Work with Oracle to establish processes and procedures for and assign staff members who are properly trained and suitably experienced in their area of responsibility (e.g., a database administrator), to support Oracle in the delivery and maintenance of Platinum Services.
- l. Maintain Internet connectivity with availability of 99.5% or better as measured on a monthly basis.
- m. In the event that you log a manual service request for the Certified Platinum Configuration, you will: (i) log any such service request utilizing the qualified customer support identifier and serial number for the Certified Platinum Configuration, (ii) attach the relevant configuration, as generated by Oracle Configuration Manager, to the service request, and (iii) gather and provide any diagnostic information requested by OSS to assist in the resolution of the service request.
- n. All applicable components and programs that are included in a Certified Platinum Configuration must be configured for high availability (e.g., for Exadata - use RAC or RAC One Node and/or Dataguard).

In the event you do not meet the requirements or fail to fulfill an obligation stated in these Oracle Platinum Support Policies, you will no longer be eligible to receive Platinum Services, and Oracle, at its sole discretion, may discontinue providing the Platinum Services.

6. Remote Services

Generally, the Platinum Services will be provided remotely, primarily using electronic communication, which may include tools, scripts, software, and utilities that monitor, collect, and report on various aspects of the Certified Platinum Configuration. Common internet protocols and applications, such as snmp, ssh, sftp, e-mail, and web browsers, may be employed in connection with the remote delivery of the Platinum Services.

7. Oracle Fault Monitoring Tools

The Oracle fault monitoring tools provided as part of the Platinum Services are subject to the terms specified in the Tools Used to Perform Support Services sections of the Oracle Software Technical Support Policies located at: <http://www.oracle.com/us/support/library/057419.pdf> and the Oracle Hardware and Systems Support Policies located at: <http://www.oracle.com/us/support/library/hardware-systems-support-policies-069182.pdf>.

For purposes of these Oracle Platinum Services Policies, Oracle may collect and maintain the following information with respect to the Platinum Services provided hereunder:

- a. Hardware system specifications (e.g., make, model, serial number, number of CPUs, size of disk, size of RAM);
- b. Physical rack specifications (e.g., cage, rack, floor);
- c. Operating system specifications (e.g., version);
- d. Web server, application, or database specifications (e.g., name, version, applied patches); and
- e. Information about locations, customers, and users.

All Certified Platinum Configuration details will be stored in [My Oracle Support](#). The extent to which you have access to [My Oracle Support](#) and the data contained therein may be limited at Oracle's sole discretion.

8. Network Access

Oracle utilizes the gateway to connect to the Certified Platinum Configuration to deliver the Platinum Services. You agree that Oracle may access your systems using a VPN. You are responsible for the installation and configuration of the VPN and the gateway, as per Oracle specifications and instructions.

You are responsible for ensuring that your network and systems comply with specifications that Oracle provides and that all components monitored and patched by Oracle within the Certified Platinum Configuration are accessible through the VPN connection. You agree to open ports and adjust firewall rules to allow network traffic to pass between the gateway and Oracle.

Oracle is not responsible for network connections or for issues, problems, or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If the established VPN fails to allow Oracle access to perform the Platinum Services, you agree that Oracle is no longer obligated to deliver the Platinum Services.

9. Change Management

If you make any changes to the Certified Platinum Configuration that will impact the Oracle fault monitoring tools installed on the Certified Platinum Configuration, you must notify Oracle of the impending change. If the change involves a planned outage, you must notify Oracle of the impending change by entering a change request via the change management function within the Portal. The Portal allows you to selectively disable monitoring temporarily during key system changes initiated by you, to prevent automatic generation of service requests due to faults caused by the change. In some cases, permanent changes might need to be reversed if you wish to maintain the Certified Platinum Configuration environment and allow proper functioning of Oracle fault monitoring tools.

During remote patch installation, Oracle will use the change management process available in the Portal to govern the proposed introduction of the change to the Certified Platinum Configuration. Oracle will enter a change request in the Portal during patching.

The process for entering a change request is as follows:

1. A proposed change to the Certified Platinum Configuration that will involve a planned outage must be requested via the change management section within the Portal. The change request must include the following items:
 - a. Change owner;
 - b. Designated implementer;
 - c. Contact information;
 - d. Change summary;
 - e. Description of change;
 - f. Reason for change;
 - g. Specify "Change priority" as "Planned" and "Change category" as "Major";
 - h. Affected component(s) of the Certified Platinum Configuration; and
 - i. Schedule start/stop and duration.
2. Prior to being implemented, the change request must be agreed upon in writing by you and Oracle.

Oracle understands that from time to time, you may disable monitoring on the Certified Platinum Configuration while you carry out maintenance or Oracle executes patching. During these time periods, Oracle will attempt to maintain Platinum Services. However, if monitoring is disabled for longer than: either (i) twenty-four (24) hours, or (ii) a mutually agreed period of time, or (iii) the VPN is disabled by you, then Oracle reserves the right to discontinue providing Platinum Services.

10. Global Customer Support Security Practices

Oracle is deeply committed to the security of its technical support services. In providing standard technical support services, Oracle will adhere to the Global Customer Support Security Practices, which are available at <http://www.oracle.com/us/support/policies/index.html>. The Global Customer Support Security Practices are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices located at: <http://www.oracle.com/us/support/library/customer-support-security-practices-069170.pdf> during the period for which fees for technical support have been paid. To view changes that have been made, please refer to the attached [Statement of Changes](#) (PDF).

Please note that global customer support services and systems are not designed to accommodate special security controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any health, payment card or other sensitive data that requires protections greater than those specified in the [Global Customer Support Security Practices](#). Information on how to remove sensitive data from your submission is available in My Oracle Support at:

<https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1227943.1>.

11. Termination of Platinum Services

You may terminate Platinum Services at any time by submitting the appropriate service request in the Customer Specific Support Portal. In the event you (i) terminate the Platinum Services or (ii) are no longer eligible to receive Platinum Services, then a date upon which the Platinum Services will terminate will be determined (the "Termination Date"). Prior to the Termination Date, the following decommission activities will take place:

At least fourteen (14) calendar days prior to the Termination Date, Oracle will cease triage, management and support activities on newly created service requests that are not Severity 1 or Severity 2.

On the Termination Date, Oracle will:

1. Enter a service request into the Portal to move the Certified Platinum Configuration that will be terminated from an active production monitoring status to a retired monitoring status;
2. Disable the VPN connection;
3. Terminate your access to the Portal and the Platinum Services infrastructure, as applicable; and
4. Cease performing the Platinum Services.

Oracle will provide you with the instructions for returning Oracle owned equipment provided to you for performances of the Platinum Services. If you have not returned the equipment within forty-five (45) days of the Termination Date of the Platinum Services then you will pay the then current fee for the unreturned equipment.

12. Contact Information

Phone numbers and contact information can be found on Oracle's support web site located [here](#).