



# Oracle PaaS and IaaS Public Cloud Services Pillar Document

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## 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. Except with respect to Section 7 and 8 of this document, section numbers correspond to section numbers in the *Oracle Cloud Hosting and Delivery Policies*.

## 1 ORACLE CLOUD SECURITY POLICY

### 1.1 Oracle Information Security Practices - General

For the Oracle Video Plus (formerly Sauce mobile client) component of the Oracle Content and Experience Cloud Service - Advanced Video Management, the second paragraph of section 1.1 of the *Oracle Cloud Hosting and Delivery Policies* regarding alignment with ICO/IEC 27002 Code of Practice does not apply.

### 1.2 Physical Security Safeguards

For the Oracle Apiary Cloud Service, Oracle Container Pipelines Cloud Service, Oracle Cloud Infrastructure - Ravello Service, Oracle CASB Cloud Service, and the Oracle Video Plus (formerly Sauce mobile client) component of the Oracle Content and Experience Cloud Service - Advanced Video Management, the following applies in lieu of the text in section 1.2 of the *Oracle Cloud Hosting and Delivery Policies*:

In accordance with reasonable practices, Oracle provides secured computing facilities for both office locations and production Cloud infrastructure.

## 2 ORACLE CLOUD SERVICE CONTINUITY POLICY

Oracle PaaS and IaaS Public Cloud Services may be provisioned at multiple data centers, and depending on product capability, availability, and customer solution design, You may be able to configure such Cloud Services with disaster recovery capabilities. You are solely responsible for any such post provisioning configuration, data backups, and execution of disaster recovery activities.

### 2.1 Oracle Cloud Services High Availability Strategy

For Oracle Apiary Cloud Service and Oracle CASB Cloud Service, the following applies in lieu of the text in section 2.1 of the *Oracle Cloud Hosting and Delivery Policies*: the Oracle CASB Cloud Service is designed to maintain service availability in the case of an incident affecting the services.

### 2.2 Oracle Cloud Services Backup Strategy

For all Oracle PaaS and IaaS Cloud Services, the following applies in lieu of the text in section 2.2 of the *Oracle Cloud Hosting and Delivery Policies*: You are responsible for configuring and performing backup and restores of Your content. Additionally, You are encouraged to develop a business continuity plan to ensure continuity of Your own operations in the event of a disaster.

### 2.3 Data Center Migrations

For all Oracle PaaS and IaaS Cloud Services that are designated or otherwise identified in their applicable order (or the Service Specifications incorporated therein) as trial, Free Tier, Free or Always Free Cloud Services, the following applies in lieu of the text in section 4.1.3 of the *Oracle Cloud Hosting and Delivery Policies*: Oracle may migrate Your Oracle Cloud Services deployed in data centers retained by Oracle between production data centers as deemed necessary by Oracle or in the case of disaster recovery. Such migrations may be between data centers located in different Regions. For data center migrations for purposes other than disaster recovery, Oracle will provide a minimum of 7

days notice to You. In connection with any migration of Oracle PaaS and IaaS Cloud Services under this section, unless otherwise agreed by Oracle and You in writing, You are solely responsible for moving Your Content from the existing data center to the new data center where Your Services are migrated.

### **3 ORACLE PAAS AND IAAS PUBLIC CLOUD SERVICE LEVEL AGREEMENT POLICY**

This section (Oracle PaaS and IaaS Public Cloud Service Level Agreement Policy) sets forth the Service Level Agreements that Oracle makes available for Oracle PaaS and IaaS Public Cloud Services, and for such Cloud Services applies in lieu of sections 3.1 and 3.2 of the *Oracle Hosting and Delivery Policies*. Except as described in this section (Oracle PaaS and IaaS Public Cloud Service Level Agreement Policy) and section 8 (SURGE PROTECTOR FOR WEB APPLICATION FIREWALL (WAF)) below, or as otherwise may be specified in Your order for Oracle Public Cloud Services, Oracle does not provide a Service Level Agreement with a financial remedy (i.e., Service Credits) for any Oracle PaaS and IaaS Public Cloud Services.

#### **3.1 Definitions**

The following terms apply to all of the subsections within this section (Oracle PaaS and IaaS Public Cloud Service Level Agreement Policy).

- “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).
- “Fault Domain” is a collection of servers that share common resources, such as power and network connectivity.
- “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 a Cloud Service that contain metadata about the resources.
- “Non-Compliant Service” refers to a deployed (i.e., provisioned) Oracle PaaS or IaaS Public Cloud Service for which the applicable Service Commitment under this section (Oracle PaaS and IaaS Public Cloud Service Level Agreement Policy) is not met.
- “Region” refers to a localized geographic area in which one or more Oracle data centers are located.
- “Service Commitment” refers to the service level objective (also referred to in the *Oracle Cloud Hosting and Delivery Policies* as a Cloud Service’s “Target Service Availability Level” or “Target Service Uptime”) applicable to a Service Level Agreement, as set forth and defined below for each Cloud Service under the section titled Service Level Agreements). The Service Commitment is typically expressed as a percentage as part of a Service Level Agreement.
- “Service Level Agreement” refers to a service level agreement applicable to a Cloud Service, which may include an Availability Service Level Agreement, a Manageability Service Level Agreement and/or a Performance Service Level Agreement, as set forth below for each such Cloud Service under the section titled Service Level Agreements.
- “VCN” is a customizable private network within the Oracle Cloud Infrastructure cloud.



### 3.2 Service Credits

This subsection (Service Credits) sets forth the terms regarding the grant to You of service credits (“Service Credits”) under a Service Level Agreement set forth in this section (Oracle PaaS and IaaS Public Cloud Service Level Agreement Policy) arising from Oracle’s failure to meet a Service Commitment with respect to an applicable Oracle PaaS or IaaS Public Cloud Service. The grant of these Service Credits are **YOUR EXCLUSIVE REMEDY AND ORACLE'S ENTIRE LIABILITY** when Oracle has not met a Service Commitment for a Service Level Agreement under this section (Oracle PaaS and IaaS Public Cloud Service Level Agreement Policy). Service Credits will only be provided for the specific Cloud Service for which the applicable Service Commitment has not been met.

Oracle will calculate Service Credits as a percentage of the net fees paid by You for the quantity of the relevant Non-Compliant Service that is actually used during a Measured Period (as defined below), with the (i) percentage amount (the “Service Credit Percentage”) as set forth in the Service Commitment specified for such Cloud Service in this section (Oracle PaaS and IaaS Public Cloud Service Level Agreement Policy), and (ii) the fees and usage based on the rate(s) and metric(s) set forth for such Cloud Service in Your order (pro-rated as necessary). A “Measured Period” is a calendar month during which (A) You have deployed the applicable Oracle PaaS or IaaS Public Cloud Service pursuant to the application of Oracle Monthly or Annual Universal Credits for PaaS and IaaS or pursuant to an Oracle Pay as You Go (PAYG) or Funded Allocation Model (as such terms are described in the Oracle PaaS and IaaS Universal Credits Service Descriptions document or in Your order, as applicable), and (B) the applicable Service Commitment for such Cloud Service was missed.

With respect to Cloud Services purchased under a Pay as You Go Model, any 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.

With respect to Cloud Services purchased pursuant to Oracle Monthly Universal Credits for PaaS and IaaS, any Service Credits will be added to Your Universal Credit balance in the monthly credit period (as defined in Your order for such Cloud Services) following Oracle’s approval of Your claim. You must use those Service Credits within the monthly credit period in which the Service Credits are granted. Any unused Service Credits will expire at the end of the monthly credit period in which the Service Credits are granted and You may not carry those Service Credits over to another monthly credit period.

With respect to Cloud Services purchased pursuant to Oracle Annual Universal Credits for PaaS and IaaS, any Service Credits will be added to Your Universal Credits balance in the calendar month following Oracle’s approval of Your claim. You must use those Service Credits within the annual credit period (as defined in Your order for such Cloud Services) in which the Service Credits are granted. Any unused Service Credits will expire at the end of the annual credit period in which the Service Credits are granted and You may not carry those Service Credits over to another annual credit period.

With respect to Cloud Services purchased under a Funded Allocation Model, any Service Credits will be subtracted from Your invoice for such Cloud Services under the applicable order in the calendar month following Oracle’s approval of Your claim. If at the end of the Services Period in which the Services Credits were granted, You have any remaining unused Service Credits, and You execute a replenishment order for the Funded Allocation Model, then such Service Credits will be carried forward

into the replenishment order's Services Period, and subtracted from Your first invoice for Cloud Services acquired under such replenishment order. If at the end of the Services Period in which the Services Credits were granted, You have any remaining unused credits, and You do not execute a replenishment order for the Funded Allocation Model, then Oracle will work with You to either apply such credit towards other Oracle products or services, or refund amounts related to such credits.

Notwithstanding the above, Service Credits related to an order for Oracle Monthly or Annual Universal Credits for PaaS and IaaS are deemed forfeited where the grant of the Service Credits would fall in a monthly period following the expiration of the Services Period applicable to such order, unless You execute with Oracle a replenishment order for such Oracle Universal Credits whose Services Period covers the relevant monthly period. For the avoidance of doubt, Service Credits will only be granted under this section (Oracle PaaS and IaaS Public Cloud Service Level Agreement Policy) for Cloud Services that You have actually deployed during the applicable Measured Period pursuant to the application of Oracle Monthly or Annual Universal Credits for PaaS and IaaS or pursuant to an Oracle Pay as You Go or Funded Allocation Model.

### **3.3 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 account manager and You must include all of the information required for Oracle to validate the claim, including but not limited to:

- the name of Your Oracle PaaS or IaaS Public Cloud Service that did not meet its Service Commitment for the applicable Service Level Agreement;
- a detailed description of the circumstances for Your claim that such Cloud Service did not meet its Service Commitment for the applicable Service Level Agreement;
- information regarding the time and duration of the downtime that caused such Cloud Service not to meet its Service Commitment for the applicable Service Level Agreement;
- the Region in which such Cloud Service did not meet its Service Commitment for the applicable Service Level Agreement;
- the names of the relevant OCIDs, including tenancy OCID, compartment(s) OCID, and affected resource OCID(s);
- a description of Your attempts to resolve the issue that caused such Cloud Service not to meet its Service Commitment for the applicable Service Level Agreement at the time of the occurrence of such issue; and
- relevant documentation/logs (such as audit console and OS events/logs) that can confirm that such Cloud Service did not meet its Service Commitment for the applicable Service Level Agreement.

In order for Oracle to consider a claim, Oracle must receive the claim within sixty (60) calendar days from when the issue occurred that caused Your Oracle PaaS or IaaS Public Cloud Service not to meet its Service Commitment for the applicable Service Level Agreement. Oracle will use commercially reasonable efforts to process a claim within sixty (60) days of Oracle's receipt of such 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.



### 3.4 Resolution of Conflicting Service Level Agreement Offering

Oracle may offer several different Service Level Agreements for an Oracle PaaS or IaaS Public Cloud Service under this document. Notwithstanding anything to the contrary, if as a result of an incident, You are entitled to receive Service Credits for a particular Cloud Service under multiple Service Level Agreements described in this document, then You may receive Service Credits only under the Service Level Agreement for such Cloud Service which provides for the highest amount of Service Credits to You, but You may not recover Service Credits for such Cloud Service under multiple Service Level Agreements for the same incident.

In addition, notwithstanding anything to the contrary, if Your order with Oracle provides a right to receive a higher amount of Service Credits in the event of an incident with a Cloud Service, then You may receive Service Credits only under the provision which provides for the highest amount of Services Credits to You for such Cloud Service, but You may not recover Service Credits under multiple provisions for the same event (i.e., You may not recover Service Credits for such Cloud Service under both such order and this document for the same incident).

In no event may You receive more Service Credits than equate to the fees paid by You for the quantity of the applicable Non-Compliant Service that is actually used in the relevant Measured Period.

### 3.5 Common Exclusions

A Service Level Agreement (and Service Commitment therein) for an Oracle PaaS or IaaS Public Cloud Service does not apply to any unavailability, error, decay, suspension or termination of the applicable Non-Compliant Service, or any other performance issue that results from the following (each a “Common Exclusion” and, collectively the “Common Exclusions”):

- 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);
- For Cloud Services that are inter-related (i.e., such Cloud Services operationally interface with, or are functionally dependent on, one another), if Oracle determines the failure of one Cloud Service (the “Primary Service”) to meet its Service Commitment is the root cause of any unavailability of the other Cloud Service (the “Inter-Related Unavailability”), then You may receive Service Credits as a result of the Inter-Related Unavailability only for the Primary Service, but not such other Cloud Service (i.e., the Inter-Related Unavailability will be excluded from the calculation of whether or not such other Cloud Service meets its Service Commitment);
- Any actions or inactions of You, Your Users or any third party (other than any Oracle agents and contractors who Oracle has engaged to perform the applicable Cloud Service) (e.g., denying or disabling access to the Cloud Services, restarting, stopping, or patching a database, filling up storage, mis-configuring database parameters, installation of third party agents/software, mis-configuring security groups, VCN configurations or credential settings, disabling encryption keys or making the encryption keys inaccessible, not allocating adequate resources for Your workload, mis-configuring network firewall policy, routing to network firewalls or exceeding service instance limits including bandwidth capacity, throughput, maximum connections, and/or exceeding limits specified in Your order for the Cloud Service, third party malicious acts against You or Your Users, etc.); and
- Anything that is excluded from Unplanned Downtime as described in section 3.3 (Unplanned Downtime) of the *Oracle Cloud Hosting and Delivery Policies* (provided that, for the purposes of Your order of an Oracle PaaS or IaaS Public Cloud Service, the Common Exclusions will not

include any unavailability of such Cloud Service to the extent it results from a maintenance period that was not selected or otherwise agreed to by You).

In addition, if the failure to meet the Service Commitment applicable to a Cloud Service is impacted by factors other than those used in Oracle's calculation, then Oracle may issue Service Credits for the applicable Cloud Service considering such factors at Oracle's discretion.

The Service Level Agreements for Cloud Services under this section (Oracle PaaS and IaaS Public Cloud Service Level Agreement Policy) are contingent on Your adherence to Oracle's recommended minimum technical configuration requirements for accessing and using the applicable Cloud Services from Your network infrastructure and Your user workstations as set forth in the Program Documentation for such Cloud Services, as well as the software versioning requirements set forth in section 4.2 of *Oracle Cloud Hosting & Delivery Policies*.

### 3.6 Service Level Agreements

This subsection (Service Level Agreements) sets forth the Oracle PaaS and IaaS Public Cloud Services that offer Service Level Agreements and are eligible to submit claims for Service Credits if their respective Service Commitments are not met.

Under this subsection, a Cloud Service may receive one or more of the following types of Service Level Agreements:

- an availability Service Level Agreement ("Availability Service Level Agreement"),
- a manageability Service Level Agreement ("Manageability Service Level Agreement"), and
- a performance Service Level Agreement ("Performance Service Level Agreement").

Not all of the foregoing types of Service Level Agreements are available for every Cloud Service under this section (Oracle PaaS and IaaS Public Cloud Service Level Agreement Policy). The applicability of a specific type of Service Level Agreement to a Cloud Service, and the terms describing such Service Level Agreements, are specified for each Cloud Service in the subsections below.

#### 3.6.1 MySQL HeatWave on AWS

The following table indicates which types of Service Level Agreements are applicable to a MySQL HeatWave on AWS SKU as indicated below by an "X" in the "Type of Service Level Agreement" column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B96157</b>	MySQL HeatWave - AWS- HeatWave Capacity per Hour		X	
<b>B96158</b>	MySQL Database - AWS - ECPU- ECPU Per Hour		X	
<b>B95427</b>	MySQL Database - AWS - Storage- Gigabyte Storage Capacity Per Month		X	
<b>B95428</b>	MySQL Database - AWS - Backup Storage- MySQL Database - AWS - Backup Storage		X	

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B96159</b>	MySQL Database - AWS - Outbound Data transfer - inter AWS region- Gigabyte of Data Transferred		X	
<b>B96160</b>	MySQL Database - AWS - Outbound Data transfer - to internet- MySQL Database - AWS - Outbound Data transfer - to internet		X	

### Manageability Service Level Agreement

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Manageability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Manageability Service Level Agreement for the applicable Cloud Services listed above:

- “Control Plane API Error Rate” means, on a per Region basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month, divided by (ii) the total number of Control Plane API requests to such Cloud Service during such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100 percent, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

### 3.6.2 Oracle Access Governance

The following table indicates which types of Service Level Agreements are applicable to an Oracle Access Governance SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B95496</b>	Oracle Access Governance for Oracle Identity Manager- User Per Month	X		

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when the applicable Cloud Service cannot be accessed either by the (i) Oracle Access Governance web user interface or (ii) Oracle Access Governance REST APIs. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 3.6.3 Oracle Analytics Cloud

The following table indicates which types of Service Level Agreements are applicable to an Oracle Analytics Cloud SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B92682</b>	Oracle Analytics - Professional - User Per Month	X		
<b>B92683</b>	Oracle Analytics - Enterprise - User Per Month	X		
<b>B89630</b>	Oracle Analytics Cloud – Professional- OCPU Per Hour	X		

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B89631</b>	Oracle Analytics Cloud - Enterprise- OCPU Per Hour	X		
<b>B89636</b>	Oracle Analytics Cloud – Professional- BYOL-OCPU Per Hour	X		
<b>B89637</b>	Oracle Analytics Cloud – Enterprise- BYOL-OCPU Per Hour	X		

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the Cloud Services listed above:

- “HTTP Error Rate” applies separately to each instance of the Oracle Analytics Cloud Service and means, on a per-instance basis, the percentage value corresponding to: (i) the total number of failed HTTP Calls made to the applicable Oracle Analytics Cloud Service with a status of “Bad Gateway” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of HTTP Calls made to such Oracle Analytics Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated per instance by subtracting from 100%, the average of the HTTP Error Rate for each five-minute period during the applicable calendar month.

### 3.6.4 Oracle Autonomous Database

The following table indicates which types of Service Level Agreements are applicable to an Oracle Autonomous Database SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B89039</b>	Oracle Autonomous Data Warehouse – BYOL – OCPU Per Hour	X	X	
<b>B89040</b>	Oracle Autonomous Data Warehouse - OCPU Per Hour	X	X	
<b>B89041</b>	Oracle Autonomous Data Warehouse - Exadata Storage - Terabyte Storage Capacity Per Month	X	X	
<b>B90453</b>	Oracle Autonomous Transaction Processing - OCPU Per Hour	X	X	
<b>B90454</b>	Oracle Autonomous Transaction Processing - BYOL - OCPU Per Hour	X	X	
<b>B90455</b>	Oracle Autonomous Transaction Processing - Exadata Storage - Terabyte Storage Capacity Per Month	X	X	
<b>B92212</b>	Oracle Autonomous JSON Database - OCPU Per Hour	X	X	
<b>B92181</b>	Oracle Autonomous Transaction Processing - Dedicated - OCPU Per Hour	X	X	
<b>B92182</b>	Oracle Autonomous Data Warehouse - Dedicated - OCPU Per Hour	X	X	
<b>B92183</b>	Oracle Autonomous Transaction Processing - Dedicated - BYOL - OCPU Per Hour	X	X	
<b>B92184</b>	Oracle Autonomous Data Warehouse - Dedicated - BYOL - OCPU Per Hour	X	X	
<b>B95712</b>	Oracle Autonomous Data Warehouse - Dedicated - ECPU - ECPU Per Hour	X	X	
<b>B95713</b>	Oracle Autonomous Transaction Processing - Dedicated - ECPU - ECPU Per Hour	X	X	
<b>B95714</b>	Oracle Autonomous Data Warehouse - Dedicated - ECPU - BYOL - ECPU Per Hour	X	X	
<b>B95715</b>	Oracle Autonomous Transaction Processing - Dedicated - ECPU - BYOL - ECPU Per Hour	X	X	



SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B95701</b>	Oracle Autonomous Data Warehouse - ECPU - ECPU Per Hour	X	X	
<b>B95702</b>	Oracle Autonomous Transaction Processing - ECPU - ECPU Per Hour	X	X	
<b>B95703</b>	Oracle Autonomous Data Warehouse - ECPU - BYOL - ECPU Per Hour	X	X	
<b>B95704</b>	Oracle Autonomous Transaction Processing - ECPU - BYOL - ECPU Per Hour	X	X	
<b>B95754</b>	Oracle Autonomous Data Warehouse Exadata Storage for ECPU - Gigabyte Storage Capacity Per Month	X	X	
<b>B95706</b>	Oracle Autonomous Transaction Processing Exadata Storage for ECPU - Gigabyte Storage Capacity Per Month	X	X	

### Availability Service Level Agreement for Oracle Autonomous Database without Autonomous Data Guard

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies and that is deployed on shared or dedicated infrastructure without Autonomous Data Guard enabled (each a “Cloud Service without Autonomous Data Guard” and collectively the “Cloud Services without Autonomous Data Guard”), Oracle will use commercially reasonable efforts to have each such Service available with a Monthly Uptime Percentage (as defined below) of at least 99.95% during any calendar month (the “Service Commitment”). In the event an applicable Cloud Service without Autonomous Data Guard does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for Cloud Services without Autonomous Data Guard:

- "Database Connection" is a direct connection established from any tool or application to the Cloud Service using Oracle network services.

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service without Autonomous Data Guard was Unavailable (as defined below).
- “Unavailable” means a minute period when (i) no Database Connection is or can be established and (ii) all continuous attempts (at least five) to establish a Database Connection fail. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### **Availability Service Level Agreement for Oracle Autonomous Database when deployed with Autonomous Data Guard**

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies and that is deployed on shared or dedicated infrastructure with Autonomous Data Guard enabled (each a “Cloud Service with Autonomous Data Guard” and collectively the “Cloud Services with Autonomous Data Guard”), Oracle will use commercially reasonable efforts to have each such Service available with a Monthly Uptime Percentage (as defined below) of at least 99.995% during any calendar month (the “Service Commitment”). In the event an applicable Cloud Service with Autonomous Data Guard does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

<b>Monthly Uptime Percentage</b>	<b>Service Credit Percentage</b>
Less than 99.995% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for Cloud Services with Autonomous Data Guard:

- “Database Connection” is a direct connection established from any tool or application to the applicable Cloud Service with Autonomous Data Guard using Oracle network services.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service with Autonomous Data Guard was Unavailable (as defined below).
- “Unavailable” means a minute period when (i) no Database Connection is or can be established and (ii) all continuous attempts (at least five) to establish a Database Connection fail. This excludes circumstances resulting directly or indirectly from any Common Exclusion. This also excludes minutes in “Unavailable” state as a result of user-initiated high availability tests, user-initiated Data Guard switchover tests, detection time to determine whether the primary database is down, and time leading up to any customer-initiated manual Data Guard switchover or failover operation.

### **Manageability Service Level Agreement**

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such Service available with a Monthly Uptime Percentage (as defined below) of at least 99.95% during any calendar month (the “Service Commitment”). In the event an applicable Cloud Service listed above does not meet its Service Commitment for the Manageability Service Level Agreement under this subsection, You will

be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Manageability Service Level Agreement for the applicable Cloud Services listed above:

- “Control Plane API Error Rate” means, on a per Region basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

### 3.6.5 Oracle Big Data Service

The following table indicates which types of Service Level Agreements are applicable to an Oracle Big Data Service SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B91121</b>	Oracle Cloud SQL - Compute Capacity - OCPU Per Hour	X	X	
<b>B91128</b>	Oracle Big Data Service - Compute - Standard - OCPU Per Hour	X	X	
<b>B91129</b>	Oracle Big Data Service - Compute - Dense I/O - OCPU Per Hour	X	X	
<b>B91130</b>	Oracle Big Data Service - Compute - HPC - OCPU Per Hour	X	X	
<b>B93555</b>	Oracle Big Data Service - OCPU Per Hour	X	X	

#### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet

its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

<b>Monthly Uptime Percentage</b>	<b>Service Credit Percentage</b>
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Cloud Service prevents external connectivity to any of Your instances of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### **Manageability Service Level Agreement**

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Manageability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

<b>Monthly Uptime Percentage</b>	<b>Service Credit Percentage</b>
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Manageability Service Level Agreement for the applicable Cloud Services listed above:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

### 3.6.6 Oracle Cloud Infrastructure Queue

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure Queue SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B95697</b>	Oracle Cloud Infrastructure Queue - 1,000,000 Requests	X		

#### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	30%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “API Error Rate” means, on a per Region basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “500” or “503” in a five-minute period during a calendar month divided by, (ii) the total number of API requests to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the API Error Rate for each five-minute period during the applicable calendar month.

### 3.6.7 Oracle Cloud Infrastructure - AI Services- Language

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Language SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B93423</b>	Oracle Cloud Infrastructure - AI Services Language- 1000 Transactions	X		

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B95918</b>	Oracle Cloud Infrastructure - Language - Custom Inferencing - Dedicated - Inferencing Unit Hour	X		
<b>B95919</b>	Oracle Cloud Infrastructure - Language - Custom Training - Training Hour	X		
<b>B95920</b>	Oracle Cloud Infrastructure - Language - Text Translation - 1000 Transactions	X		

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “API Error Rate” means, on a per Region basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “5xx” in a five-minute period during a calendar month divided by, (ii) the total number of API requests to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the API Error Rate for each five-minute period during the applicable calendar month.

### 3.6.8 Oracle Cloud Infrastructure - Anomaly Detection

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Anomaly Detection SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:



SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B93545</b>	Oracle Cloud Infrastructure - AI Services - Anomaly Detection - 1000 Transactions	X		

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “API Error Rate” means, on a per Region basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “5xx” in a five-minute period during a calendar month divided by, (ii) the total number of API requests to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the API Error Rate for each five-minute period during the applicable calendar month.

### 3.6.9 Oracle Cloud Infrastructure - API Gateway

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - API Gateway SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B92072</b>	Oracle Cloud Infrastructure - API Gateway - 1,000,000 API Calls - 1,000,000 API Calls per Month	X		

## Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such Service available with a Monthly Uptime Percentage (as defined below) of at least 99.95% during any calendar month (the “Service Commitment”). In the event an applicable Cloud Service does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “API Call” is a single invocation of a path in the Cloud Service that is mapped to an API deployment.
- “API Error Rate” applies separately to each tenancy of the applicable Cloud Service and means, on a per-Region basis, the percentage value corresponding to: (i) the total number of failed API Calls made to such Cloud Service with a status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of API Calls made to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the API Error Rate for each five-minute period during the applicable calendar month.

### 3.6.10 Oracle Cloud Infrastructure - API Platform Cloud Service

The following table indicates which types of Service Level Agreements are applicable to an Oracle API Platform Cloud Service SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
B89652	Oracle API Platform Cloud Service - Gateway Per Hour		X	

## Manageability Service Level Agreement

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such Service available with a Monthly Uptime Percentage (as defined below) of at least 99.95% during any calendar month (the “Service Commitment”). In the event an applicable Cloud Service does not meet its Service Commitment for the Manageability Service Level Agreement under this subsection, You

will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Manageability Service Level Agreement for the applicable Cloud Services listed above:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

### 3.6.11 Oracle Cloud Infrastructure - Application Performance Monitoring Service

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure – Application Performance Monitoring Service SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B92941</b>	Oracle Cloud Infrastructure – Application Performance Monitoring Service - Tracing Data - 100,000 Events Per Hour	X		
<b>B92942</b>	Oracle Cloud Infrastructure – Application Performance Monitoring Service - Synthetic Usage - 10 Monitor Runs Per Hour	X		
<b>B95264</b>	Application Performance Monitoring Service - Stack Monitoring - 10 Monitored Resources Per Hour	X		

#### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Cloud Service prevents external connectivity to any of Your instances of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 3.6.12 Oracle Cloud Infrastructure - Big Data - Compute Edition

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Big Data - Compute Edition SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B88306</b>	Oracle Big Data Cloud Service - Compute Edition - High Performance Storage Capacity - Gigabyte Storage Capacity Per Month	X	X	
<b>B88307</b>	Oracle Big Data Cloud Enterprise - Compute Capacity - OCPU Per Hour	X	X	
<b>B88308</b>	Oracle Big Data Cloud Service - Compute Edition - Storage Capacity - Gigabyte Storage Capacity Per Month	X	X	

#### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be

eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Cloud Service prevents external connectivity to any of Your instances of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

**Manageability Service Level Agreement**

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such Cloud 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Manageability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

With respect to the Manageability Service Level Agreement for the applicable Cloud Services listed above, the following shall apply:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

### 3.6.13 Oracle Cloud Infrastructure - Blockchain Platform Cloud

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Blockchain Platform Cloud SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B92302</b>	Oracle Cloud Infrastructure - Blockchain Platform Cloud Service - Standard - OCPU per hour	X	X	
<b>B92303</b>	Oracle Cloud Infrastructure - Blockchain Platform Cloud Service - Enterprise - OCPU per hour	X	X	
<b>B92304</b>	Oracle Cloud Infrastructure - Blockchain Platform Cloud Service - Storage - TB Storage Capacity per month	X	X	
<b>B92305</b>	Oracle Cloud Infrastructure - Blockchain Platform Cloud Service - Enterprise - BYOL - OCPU per hour	X	X	

#### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such Service available with a Monthly Uptime Percentage (as defined below) during any calendar month as follows (the “Services Commitment”): (i) for the Enterprise SKUs above, at least 99.95%, and (ii) for the Standard and Storage SKUs above, at least 99.5%. In the event an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

#### Monthly Uptime Percentage for Enterprise SKUs

Less than 99.95% but equal to or greater than 99.5%
Less than 99.5% but equal to or greater than 95.0%
Less than 95.0%

#### Service Credit Percentage

10%
25%
100%

#### Monthly Uptime Percentage for Standard and Storage SKUs

Less than 99.5% but equal to or greater than 99.0%
Less than 99.0% but equal to or greater than 95.0%
Less than 95.0%

#### Service Credit Percentage

10%
25%
100%



The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” excludes circumstances resulting directly or indirectly from any Common Exclusion, and means:
  - (i) any one-minute periods when You are unable to connect to the Blockchain Platform console or REST proxy of the applicable Cloud Service either via Web browser or via REST APIs after multiple (at least five) attempts; or
  - (ii) if Your application is connecting to a peer component and/or an Ordering Service Node (OSN) component of a Cloud Service with a Standard SKU, any one-minute periods when You are unable to connect to such peer or OSN after multiple (at least five) attempts; or
  - (iii) if Your application is both (a) connecting to a peer component and/or OSN component of a Cloud Service with an Enterprise SKU, and (b) configured to connect to at least two such peers or OSNs running one each in different Availability Domains (or, for Regions with one Availability Domain, in different Fault Domains), then any one-minute periods when You are unable to connect to any of such peers or OSNs after multiple (at least five) attempts.

**Manageability Service Level Agreement**

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such Service 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Manageability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Manageability Service Level Agreement for the applicable Cloud Services listed above:

- “Control Plane API Error Rate” means on per-Region basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

### 3.6.14 Oracle Cloud Infrastructure - Block Volume

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Block Volume SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B88322</b>	Oracle Cloud Infrastructure - Block Volume - Gigabyte Storage Capacity per Month	X	X	X
<b>B91961</b>	Oracle Cloud Infrastructure - Block Volume Storage - Gigabyte Storage Capacity Per Month	X	X	X
<b>B91962</b>	Oracle Cloud Infrastructure - Block Volume Performance - Performance Units Per Gigabyte Per Month	X	X	X

#### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such Service 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 applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when all of the attached volumes of the applicable Cloud Service perform zero read write IO with pending IO in the queue. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

#### Manageability Service Level Agreement

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Manageability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Manageability Service Level Agreement for the applicable Cloud Services listed above:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

### Performance Service Level Agreement

With respect to a Cloud Service listed above for which the Performance Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to deliver the performance of Block Volumes utilized in each such Cloud Service at a Monthly Performance Rate (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an applicable Cloud Service listed above does not meet its Service Commitment for the Performance Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Performance Rate	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Performance Service Level Agreement for the applicable Cloud Services listed above:

- “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.
- “Block Volume Performance Decay Rate” means the percentage value corresponding to: (i) the total number of hours in a calendar month during which the IOPS of a single Block Volume of the applicable Cloud Service is less than 90% of the minimum Block Volume IOPS published by Oracle divided by, (ii) the total number of hours in such calendar month. This excludes

circumstances resulting directly or indirectly from any Common Exclusion and any time while a backup or snapshot is performed.

- “Monthly Performance Rate” is calculated by subtracting from 100%, the Block Volume Performance Decay Rate for a calendar month of the applicable Cloud Service.

### 3.6.15 Oracle Cloud Infrastructure - Compute

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Compute SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT			
		AVAILABILITY	MANAGEABILITY	PERFORMANCE 1 (NVME)	PERFORMANCE 2 (NETWORK)
<b>B88313</b>	Oracle Cloud Infrastructure - Compute - Bare Metal Dense I/O - X5 - OCPU Per Hour	X	X	X	X
<b>B88314</b>	Oracle Cloud Infrastructure - Compute - Bare Metal High I/O - X5 - OCPU Per Hour	X	X		X
<b>B88315</b>	Oracle Cloud Infrastructure - Compute - Bare Metal Standard - X5 - OCPU Per Hour	X	X		X
<b>B88316</b>	Oracle Cloud Infrastructure - Compute - Virtual Machine Dense I/O - X5 - OCPU Per Hour	X	X	X	
<b>B88317</b>	Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - X5 - OCPU Per Hour	X	X		
<b>B88513</b>	Oracle Cloud Infrastructure - Compute - Bare Metal Standard - X7 - OCPU Per Hour	X	X		X
<b>B88514</b>	Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - X7 - OCPU Per Hour	X	X		
<b>B88515</b>	Oracle Cloud Infrastructure - Compute - Bare Metal Dense I/O - X7 - OCPU Per Hour	X	X	X	X
<b>B88516</b>	Oracle Cloud Infrastructure - Compute - Virtual Machine Dense I/O - X7 - OCPU Per Hour	X	X	X	

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT			
		AVAILABILITY	MANAGEABILITY	PERFORMANCE 1 (NVME)	PERFORMANCE 2 (NETWORK)
<b>B88517</b>	Oracle Cloud Infrastructure - Compute - Bare Metal GPU Standard - X7 - GPU Per Hour	X	X		X
<b>B88518</b>	Oracle Cloud Infrastructure - Compute - Virtual Machine GPU Standard - X7 - GPU Per Hour	X	X		
<b>B89734</b>	Oracle Cloud Infrastructure - Compute - GPU Standard - V2 - GPU Per Hour	X	X	X	X
<b>B90398</b>	Oracle Cloud Infrastructure - Compute - HPC - X7 - OCPU Per Hour	X	X	X	X
<b>B90425</b>	Oracle Cloud Infrastructure - Compute - Standard - E2 - OCPU Per Hour	X	X		X
<b>B91119</b>	Oracle Cloud Infrastructure - Compute - Bare Metal Standard - B1 - OCPU Per Hour	X	X		X
<b>B91120</b>	Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - B1 - OCPU Per Hour	X	X		
<b>B92306</b>	Oracle Cloud Infrastructure - Compute - Standard - E3 - OCPU Per Hour	X	X		X
<b>B92307</b>	Oracle Cloud Infrastructure - Compute - Standard - E3 - Memory- Gigabyte Per Hour	X	X		X
<b>B92740</b>	Oracle Cloud Infrastructure - Compute - GPU - E3 - GPU Per Hour	X	X	X	X
<b>B93113</b>	Oracle Cloud Infrastructure - Compute - Standard - E4 - OCPU Per Hour	X	X		X
<b>B93114</b>	Oracle Cloud Infrastructure - Compute - Standard - E4 - Memory - Gigabyte Per Hour	X	X		X

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT			
		AVAILABILITY	MANAGEABILITY	PERFORMANCE 1 (NVME)	PERFORMANCE 2 (NETWORK)
<b>B93311</b>	Oracle Cloud Infrastructure - Compute - Optimized - X9 - OCPU Per Hour	X	X	X	X
<b>B93312</b>	Oracle Cloud Infrastructure - Compute - Optimized - X9 - Memory - Gigabyte Per Hour	X	X	X	X
<b>B93297</b>	Oracle Cloud Infrastructure - Compute - Standard - A1 - OCPU Per Hour	X	X		X
<b>B93298</b>	Oracle Cloud Infrastructure - Compute - Standard - A1 - Memory - Gigabyte Per Hour	X	X		X
<b>B94176</b>	Oracle Cloud Infrastructure - Compute - Standard - X9 - OCPU Per Hour	X	X		X
<b>B94177</b>	Oracle Cloud Infrastructure - Compute - Standard - X9 - Memory - Gigabyte Per Hour	X	X		X
<b>B93704</b>	Oracle Cloud Infrastructure - Compute - GPU - T1 - GPU Per Hour	X	X	X	X
<b>B93544</b>	Oracle Cloud Infrastructure - Compute - GPU - E4 - GPU Per Hour	X	X	X	X
<b>B93121</b>	Oracle Cloud Infrastructure - Compute - Dense I/O - E4 - OCPU Per Hour	X	X	X	X
<b>B93122</b>	Oracle Cloud Infrastructure - Compute - Dense I/O - E4 - Gigabyte Memory Per Hour	X	X	X	X
<b>B93123</b>	Oracle Cloud Infrastructure - Compute - Dense I/O - E4 - NVMe Terabyte Per Hour	X	X	X	X
<b>B95907</b>	Oracle Cloud Infrastructure - Compute - GPU - A100 - v2 - GPU Per Hour	X	X	X	X



SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT			
		AVAILABILITY	MANAGEABILITY	PERFORMANCE 1 (NVME)	PERFORMANCE 2 (NETWORK)
<b>B95909</b>	Oracle Cloud Infrastructure - Compute - GPU - A10 - GPU Per Hour	X	X	X	X

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

<b>Monthly Uptime Percentage for Regions with more than one Availability Domains</b>	<b>Service Credit Percentage</b>
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Less than 99.99% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

<b>Monthly Uptime Percentage for Regions with one Availability Domain</b>	<b>Service Credit Percentage</b>
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Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

<b>Monthly Uptime Percentage for Single Instance</b>	<b>Service Credit Percentage</b>
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Less than 99.9%	100%
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The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable.
- “Unavailable” excludes circumstances resulting directly or indirectly from any Common Exclusion, and means any time when a problem with the applicable Cloud Service prevents external connectivity with:
  - (i) for Regions with more than one Availability Domains, all instances of such Cloud Service that are deployed in more than one Availability Domain; or
  - (ii) for Regions with one Availability Domain, all instances of such Cloud Service that are deployed in more than one Fault Domain; or
  - (iii) for a single instance of such Cloud Service, each such instance.

## Manageability Service Level Agreement

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Manageability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Manageability Service Level Agreement for the applicable Cloud Services listed above:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

## Performance 1 Service Level Agreement

With respect to a Cloud Service listed above for which the Performance 1 Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to deliver the performance of the NVMe drives utilized in each such Cloud Service at a Monthly Performance Rate (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an applicable Cloud Service listed above does not meet its Service Commitment for the Performance 1 Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Performance Rate	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Performance 1 Service Level Agreement for the applicable Cloud Services listed above:

- “NVMe Performance Decay Rate” means the percentage value corresponding to: (i) the total number of hours in a calendar month during which the NVMe IOPS in the applicable Cloud Service is less than 90 percent of the minimum IOPS published by Oracle, divided by (ii) the total number of hours in such calendar month. This excludes circumstances resulting directly or

indirectly from any Common Exclusion and any time while a backup or snapshot is being performed.

- “Monthly Performance Rate” is calculated by subtracting from 100%, the NVMe Performance Decay Rate for a calendar month of the applicable Cloud Service.

### Performance 2 Service Level Agreement

With respect to a Cloud Service listed above for which the Performance 2 Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to deliver a Network Performance (as defined below) for each such Cloud Service at a Monthly Performance Rate (as defined below) of at least 99.9% during any calendar month (the “Service Commitment”). In the event an applicable Cloud Service listed above does not meet its Service Commitment for the Performance 2 Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Performance Rate	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms applies to the Performance 2 Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Performance Rate” is calculated by subtracting from 100%, the Network Performance Rate (as defined below) in the calendar month for the applicable Cloud Service.
- “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 of the applicable Cloud Service using VCN private IP addresses within an Availability Domain. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Network Performance Rate” means the percentage value corresponding to: (i) the total number of 5-minute intervals during a calendar month in which the Network Performance for the applicable Cloud Service is less than 90% of the Oracle-published network throughput per Oracle-provided compute instance shape, divided by (ii) the total number of 5-minute intervals in such calendar month.

### 3.6.16 Oracle Container Engine for Kubernetes

The following table indicates which types of Service Level Agreements are applicable to an Oracle Container Engine for Kubernetes SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
B96545	Oracle Container Engine for Kubernetes-Enhanced Cluster- Cluster Per Hour	X		

## Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage for Regions with more than one Availability Domains	Service Credit Percentage
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

Monthly Uptime Percentage for Regions with one Availability Domain	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of five-minute periods during the calendar month in which the applicable Cloud Service was Unavailable.
- “Unavailable” means a five-minute period during which a problem with the applicable Cloud Service results in the cluster's Kubernetes API calls to return a status of “Internal Service Error” or “Service Unavailable”. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 3.6.17 Oracle Container Engine for Kubernetes- Virtual Node

The following table indicates which types of Service Level Agreements are applicable to an Oracle Container Engine for Kubernetes- Virtual Node SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B96109</b>	Oracle Container Engine for Kubernetes - Virtual Node Per Hour	X		

## Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage for Regions with more than one Availability Domains	Service Credit Percentage
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

Monthly Uptime Percentage for Regions with one Availability Domain	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- "Monthly Uptime Percentage" is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable.
- "Unavailable" excludes circumstances resulting directly or indirectly from any Common Exclusion, and means any five-minute period during which:
  - (i) for Regions with more than one Availability Domain, all the deployed Virtual Nodes of the Cloud Service in all such Availability Domains are not in an "Active" state; or
  - (ii) for Regions with one Availability Domain, all the deployed Virtual Nodes of the Cloud Service in all Fault Domains are not in an "Active" state.

Notwithstanding anything to the contrary, the Availability Service Level Agreement under this subsection will not apply to any Cloud Service which is configured with less than three virtual nodes (as described in the Service Descriptions for such Cloud Service).

### 3.6.18 Oracle Cloud Infrastructure - Database Cloud

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Database Cloud Service SKU as indicated below by an "X" in the "Type of Service Level Agreement" column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B88290</b>	Oracle Database Cloud Service - Enterprise Edition - General Purpose - OCPU Per Hour	X	X	
<b>B88291</b>	Oracle Database Cloud Service - Enterprise Edition Extreme Performance - General Purpose - OCPU Per Hour	X	X	
<b>B88292</b>	Oracle Database Cloud Service - Enterprise Edition High Performance - General Purpose - OCPU Per Hour	X	X	
<b>B88293</b>	Oracle Database Cloud Service - Standard Edition - General Purpose - OCPU Per Hour	X	X	
<b>B88328</b>	Oracle Cloud Infrastructure - Database Enterprise Edition - Additional Capacity - OCPU Per Hour	X	X	
<b>B88329</b>	Oracle Cloud Infrastructure - Database Enterprise Edition High Performance - Additional Capacity - OCPU Per Hour	X	X	
<b>B88330</b>	Oracle Cloud Infrastructure - Database Enterprise Edition Extreme Performance - Additional Capacity - OCPU Per Hour	X	X	
<b>B88331</b>	Oracle Cloud Infrastructure - Database Standard Edition - Additional Capacity - OCPU Per Hour	X	X	
<b>B88404</b>	Oracle Database Cloud Service - All Editions - BYOL - OCPU Per Hour	X	X	
<b>B88846</b>	Oracle Cloud Infrastructure - Database All Editions - Additional Capacity - BYOL - OCPU Per Hour	X	X	
<b>B90569</b>	Oracle Cloud Infrastructure - Database Cloud Service - Standard Edition - OCPU Per Hour	X	X	
<b>B90570</b>	Oracle Cloud Infrastructure - Database Cloud Service - Enterprise Edition - OCPU Per Hour	X	X	



SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B90571</b>	Oracle Cloud Infrastructure - Database Cloud Service - Enterprise Edition High Performance - OCPU Per Hour	X	X	
<b>B90572</b>	Oracle Cloud Infrastructure - Database Cloud Service - Enterprise Edition Extreme Performance - OCPU Per Hour	X	X	
<b>B90573</b>	Oracle Cloud Infrastructure - Database Cloud Service - All Editions - BYOL - OCPU Per Hour	X	X	

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means, on a per-Availability Domain basis, any time when: (i) no virtual machine (or, where applicable, none of the virtual machines in a Real Application Cluster (RAC) configuration) of the applicable Cloud Service is able to receive a network connection from an application or a user, and (ii) no I/O operation can be issued to the block storage of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### Manageability Service Level Agreement

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet

its Service Commitment for the Manageability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Manageability Service Level Agreement for the applicable Cloud Services listed above:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

### 3.6.19 Oracle Cloud Infrastructure - Database - Dense I/O

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Database - Dense I/O SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B88332</b>	Oracle Cloud Infrastructure - Database Enterprise Edition - Dense I/O - Hosted Environment Per Hour	X	X	
<b>B88333</b>	Oracle Cloud Infrastructure - Database Enterprise Edition Extreme Performance - Dense I/O - Hosted Environment Per Hour	X	X	
<b>B88334</b>	Oracle Cloud Infrastructure - Database Enterprise Edition High Performance - Dense I/O - Hosted Environment Per Hour	X	X	
<b>B88335</b>	Oracle Cloud Infrastructure - Database Standard Edition - Dense I/O - Hosted Environment Per Hour	X	X	

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B89621</b>	Oracle Cloud Infrastructure - Database Standard Edition - Dense I/O - X7 - Hosted Environment Per Hour	X	X	
<b>B89622</b>	Oracle Cloud Infrastructure - Database Enterprise Edition - Dense I/O - X7 - Hosted Environment Per Hour	X	X	
<b>B89623</b>	Oracle Cloud Infrastructure - Database Enterprise Edition High Performance - Dense I/O - X7 - Hosted Environment Per Hour	X	X	
<b>B89624</b>	Oracle Cloud Infrastructure - Database Enterprise Edition Extreme Performance - Dense I/O - X7 - Hosted Environment Per Hour	X	X	
<b>B89625</b>	Oracle Cloud Infrastructure - Database All Editions - Dense I/O - X7 - BYOL - Hosted Environment Per Hour	X	X	

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

#### Monthly Uptime Percentage

Less than 99.9% but equal to or greater than 99.0%
Less than 99.0% but equal to or greater than 95.0%
Less than 95.0%

#### Service Credit Percentage

10%
25%
100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means, on a per Availability Domain basis, any time when: (i) the bare metal server of the applicable Cloud Service is not able to receive a network connection from an application

or a user, and (ii) no I/O operation can be issued to the flash storage of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### Manageability Service Level Agreement

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Manageability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Manageability Service Level Agreement for the applicable Cloud Services listed above:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

### 3.6.20 Oracle Cloud Infrastructure - Database Exadata

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Database Exadata SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B87866</b>	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - Metered - Hosted Environment Per Month	X	X	
<b>B87867</b>	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - Metered - Hosted Environment Per Month	X	X	

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B87868</b>	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - Metered - Hosted Environment Per Month	X	X	
<b>B87869</b>	Oracle Cloud Infrastructure - Database Exadata Additional OCPU's - X6 - Metered - OCPU Per Month	X	X	
<b>B87870</b>	Oracle Cloud Infrastructure - Database Exadata Additional OCPU's - X6 - Metered - OCPU Per Hour	X	X	
<b>B87871</b>	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - Non-metered	X	X	
<b>B87872</b>	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - Non-metered	X	X	
<b>B87873</b>	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - Non-metered	X	X	
<b>B87874</b>	Oracle Cloud Infrastructure - Database Exadata Additional OCPUs - X6 - Non-metered	X	X	
<b>B88592</b>	Oracle Cloud Infrastructure - Database Exadata OCPU - OCPU Per Hour	X	X	
<b>B88593</b>	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - Hosted Environment Per Hour	X	X	
<b>B88594</b>	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - Hosted Environment Per Hour	X	X	
<b>B88595</b>	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - Hosted Environment Per Hour	X	X	
<b>B88847</b>	Oracle Cloud Infrastructure - Database Exadata OCPU - BYOL - OCPU Per Hour	X	X	

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B88854</b>	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - BYOL - Hosted Environment Per Hour	X	X	
<b>B88855</b>	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - BYOL - Hosted Environment Per Hour	X	X	
<b>B88856</b>	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - BYOL - Hosted Environment Per Hour	X	X	
<b>B89999</b>	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack - X7 - Hosted Environment Per Hour	X	X	
<b>B90000</b>	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Half Rack - X7 - Hosted Environment Per Hour	X	X	
<b>B90001</b>	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Full Rack - X7 - Hosted Environment Per Hour	X	X	
<b>B90777</b>	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Base System - Hosted Environment Per Hour	X	X	
<b>B91535</b>	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack - X8 - Hosted Environment Per Hour	X	X	
<b>B91536</b>	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Half Rack - X8 - Hosted Environment Per Hour	X	X	
<b>B91537</b>	Oracle Cloud Infrastructure - Database Exadata Infrastructure -	X	X	



SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
	Full Rack - X8 - Hosted Environment Per Hour			
<b>B92380</b>	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack - X8M - Hosted Environment Per Hour	X	X	
<b>B92381</b>	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Database Server - X8M - Hosted Environment Per Hour	X	X	
<b>B92382</b>	Oracle Cloud Infrastructure - Database Exadata Infrastructure - Storage Server - X8M - Hosted Environment Per Hour	X	X	
<b>B93380</b>	Exadata Cloud Infrastructure - Quarter Rack - X9M - Hosted Environment Per Hour	X	X	
<b>B93381</b>	Exadata Cloud Infrastructure - Database Server - X9M - Hosted Environment Per Hour	X	X	
<b>B93382</b>	Exadata Cloud Infrastructure - Storage Server - X9M - Hosted Environment Per Hour	X	X	

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such Service available with a Monthly Uptime Percentage (as defined below) of at least 99.95% during any during any calendar month (the "Service Commitment"). In the event an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when (i) none of the database compute servers of the applicable Cloud Service are able to receive a network connection from internal operations health monitoring systems, or (ii) no I/O operations can be issued to the Exadata Storage subsystem of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

**Manageability Service Level Agreement**

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such Service 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Manageability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Manageability Service Level Agreement for the applicable Cloud Services listed above, the following shall apply:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

**3.6.21 Oracle Cloud Infrastructure - Database Management**

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Database Management SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B93082</b>	Oracle Cloud Infrastructure - Database Management - External DB BYOL - Host CPU Core Per Hour	X		
<b>B93083</b>	Oracle Cloud Infrastructure - Database Management - External DB - Host CPU Core Per Hour	X		
<b>B93426</b>	Oracle Cloud Infrastructure - Database Management - Cloud Databases - OCPU Per Hour	X		
<b>B96200</b>	Oracle Cloud Infrastructure - Database Management - Autonomous Databases - ECPU - ECPU Per Hour	X		

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “API Error Rate” means, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “5xx” in a five-minute period during a calendar month divided by, (ii) the total number of API requests to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the API Error Rate for each five-minute period during the applicable calendar month.

### 3.6.22 Oracle Cloud Infrastructure - Database Migration

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure – Database Migration SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B93199</b>	Oracle Cloud Infrastructure - Database Migration- Migration Per Hour	X		

#### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such Service with a Monthly Uptime Percentage (as defined below) of at least 99.95% during any calendar month (the “Service Commitment”). In the event an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means a minute period when (i) no Database Migration Connection is or can be established and (ii) all continuous attempts (at least five) to establish a Database Migration Connection fail. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Database Migration Connection” is a direct connection established from any tool or application to the applicable Cloud Service using Oracle network services.

### 3.6.23 Oracle Cloud Infrastructure - Data Integration

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Data Integration SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B92598</b>	Cloud Infrastructure - Data Integration - Workspace - Workspace Usage Per Hour		X	
<b>B92599</b>	Cloud Infrastructure - Data Integration - Gigabyte of Data Processed Per Hour	X	X	
<b>B93306</b>	Oracle Cloud Infrastructure - Data Integration - Pipeline Operator Execution - Execution Hour	X	X	

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Cloud Service prevents data integration tasks from execution. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### Manageability Service Level Agreement

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Manageability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Manageability Service Level Agreement for the applicable Cloud Services listed above:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

### 3.6.24 Oracle Cloud Infrastructure - Data Integrator Cloud Service

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Data Integrator Cloud Service SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B88299</b>	Oracle Data Integrator Cloud Service - OCPU Per Hour	X	X	
<b>B88406</b>	Oracle Data Integrator Cloud Service - BYOL - OCPU Per Hour	X	X	

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%



The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Cloud Service prevents data integration tasks from execution. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

**Manageability Service Level Agreement**

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Manageability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Manageability Service Level Agreement for the applicable Cloud Services listed above:

- “Control Plane UI” means the interface available to You in supported internet browsers that allows You to perform provisioning, termination, and other lifecycle operations in accordance with the Service Specifications for the applicable Cloud Service.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when You are unable to access the Control Plane UI to perform operations with the applicable Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

**3.6.25 Oracle Cloud Infrastructure - Data Labeling**

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure – Data Labeling SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	Cloud Service	Type of Service Level Agreement		
		Availability	Manageability	Performance
B94282	Oracle Cloud Infrastructure - Data Labeling - Annotated Data Record	X		

## Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means, any time when all the valid invocations of an endpoint of the applicable Cloud Service do not successfully respond to console UI displays or API calls. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 3.6.26 Oracle Cloud Infrastructure - Data Safe

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Data Safe SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B91631</b>	Oracle Cloud Infrastructure - Data Safe for Database Cloud Service - Audit Record Collection Over 1 Million Records - 10,000 Audit Records Per Target Per Month	X	X	
<b>B91632</b>	Oracle Cloud Infrastructure - Data Safe for Database Cloud Service - Each	X	X	
<b>B92733</b>	Oracle Cloud Infrastructure - Data Safe for On-Premises Databases - Target Database Per Month	X	X	

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B92734</b>	Oracle Cloud Infrastructure - Data Safe for On-Premises Databases - 10,000 Audit Records Per Target Per Month	X	X	

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means, on a per-Region basis, any time when a problem with the applicable Cloud Service prevents external connectivity to any of Your instances of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### Manageability Service Level Agreement

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Manageability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Manageability Service Level Agreement for the applicable Cloud Services listed above:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

### 3.6.27 Oracle Cloud Infrastructure - Digital Media Services

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Digital Media Services SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B95279</b>	Media Services - Media Flow - Standard - H264 - SD - Below 30fps - Minute of Output Media Content	X	X	
<b>B95280</b>	Media Services - Media Flow - Standard - H264 - SD - Above 30fps and Below 60fps - Minute of Output Media Content	X	X	
<b>B95281</b>	Media Services - Media Flow - Standard - H264 - SD - Above 60fps and Below 120fps - Minute of Output Media Content	X	X	
<b>B95282</b>	Media Services - Media Flow - Standard - H264 - HD - Below 30fps - Minute of Output Media Content	X	X	
<b>B95283</b>	Media Services - Media Flow - Standard - H264 - HD - Above 30fps and Below 60fps - Minute of Output Media Content	X	X	
<b>B95284</b>	Media Services - Media Flow - Standard - H264 - HD - Above 60fps and Below 120fps - Minute of Output Media Content	X	X	
<b>B95285</b>	Media Services - Media Flow - Standard - H264 - 4k - Below 30fps - Minute of Output Media Content	X	X	

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B95286</b>	Media Services - Media Flow - Standard - H264 - 4k - Above 30fps and Below 60fps - Minute of Output Media Content	X	X	
<b>B95287</b>	Media Services - Media Flow - Standard - H264 - 4k - Above 60fps and Below 120fps - Minute of Output Media Content	X	X	
<b>B95288</b>	Media Services - Media Flow - Standard - VP8 - SD - Below 30fps - Minute of Output Media Content	X	X	
<b>B95289</b>	Media Services - Media Flow - Standard - VP8 - SD - Above 30fps and Below 60fps - Minute of Output Media Content	X	X	
<b>B95290</b>	Media Services - Media Flow - Standard - VP8 - SD - Above 60fps and Below 120fps - Minute of Output Media Content	X	X	
<b>B95291</b>	Media Services - Media Flow - Standard - VP8 - HD - Below 30fps - Minute of Output Media Content	X	X	
<b>B95292</b>	Media Services - Media Flow - Standard - VP8 - HD - Above 30fps and Below 60fps - Minute of Output Media Content	X	X	
<b>B95293</b>	Media Services - Media Flow - Standard - VP8 - HD - Above 60fps and Below 120fps - Minute of Output Media Content	X	X	
<b>B95294</b>	Media Services - Media Flow - Standard - VP8 - 4k - Below 30fps - Minute of Output Media Content	X	X	
<b>B95295</b>	Media Services - Media Flow - Standard - VP8 - 4k - Above 30fps and Below 60fps - Minute of Output Media Content	X	X	
<b>B95296</b>	Media Services - Media Flow - Standard - VP8 - 4k - Above 60fps and Below 120fps - Minute of Output Media Content	X	X	

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B95297</b>	Media Services - Media Flow - Standard - H265VP9 - SD - Below 30fps - Minute of Output Media Content	X	X	
<b>B95298</b>	Media Services - Media Flow - Standard - H265VP9 - SD - Above 30fps and Below 60fps - Minute of Output Media Content	X	X	
<b>B95299</b>	Media Services - Media Flow - Standard - H265VP9 - SD - Above 60fps and Below 120fps - Minute of Output Media Content	X	X	
<b>B95300</b>	Media Services - Media Flow - Standard - H265VP9 - HD - Below 30fps - Minute of Output Media Content	X	X	
<b>B95301</b>	Media Services - Media Flow - Standard - H265VP9 - HD - Above 30fps and Below 60fps - Minute of Output Media Content	X	X	
<b>B95302</b>	Media Services - Media Flow - Standard - H265VP9 - HD - Above 60fps and Below 120fps - Minute of Output Media Content	X	X	
<b>B95303</b>	Media Services - Media Flow - Standard - H265VP9 - 4k - Below 30fps - Minute of Output Media Content	X	X	
<b>B95304</b>	Media Services - Media Flow - Standard - H265VP9 - 4k - Above 30fps and Below 60fps - Minute of Output Media Content	X	X	
<b>B95305</b>	Media Services - Media Flow - Standard - H265VP9 - 4k - Above 60fps and Below 120fps - Minute of Output Media Content	X	X	
<b>B95306</b>	Media Services - Media Flow - Speed - H264 - SD - Below 30fps - Minute of Output Media Content	X	X	
<b>B95307</b>	Media Services - Media Flow - Speed - H264 - SD - Above 30fps and Below 60fps - Minute of Output Media Content	X	X	



SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B95308</b>	Media Services - Media Flow - Speed - H264 - SD - Above 60fps and Below 120fps - Minute of Output Media Content	X	X	
<b>B95309</b>	Media Services - Media Flow - Speed - H264 - HD - Below 30fps - Minute of Output Media Content	X	X	
<b>B95310</b>	Media Services - Media Flow - Speed - H264 - HD - Above 30fps and Below 60fps - Minute of Output Media Content	X	X	
<b>B95311</b>	Media Services - Media Flow - Speed - H264 - HD - Above 60fps and Below 120fps - Minute of Output Media Content	X	X	
<b>B95312</b>	Media Services - Media Flow - Speed - H264 - 4k - Below 30fps - Minute of Output Media Content	X	X	
<b>B95313</b>	Media Services - Media Flow - Speed - H264 - 4k - Above 30fps and Below 60fps - Minute of Output Media Content	X	X	
<b>B95314</b>	Media Services - Media Flow - Speed - H264 - 4k - Above 60fps and Below 120fps - Minute of Output Media Content	X	X	
<b>B95315</b>	Media Services - Media Flow - Speed - VP8 - SD - Below 30fps - Minute of Output Media Content	X	X	
<b>B95316</b>	Media Services - Media Flow - Speed - VP8 - SD - Above 30fps and Below 60fps - Minute of Output Media Content	X	X	
<b>B95317</b>	Media Services - Media Flow - Speed - VP8 - SD - Above 60fps and Below 120fps - Minute of Output Media Content	X	X	
<b>B95318</b>	Media Services - Media Flow - Speed - VP8 - HD - Below 30fps - Minute of Output Media Content	X	X	

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B95319</b>	Media Services - Media Flow - Speed - VP8 - HD - Above 30fps and Below 60fps - Minute of Output Media Content	X	X	
<b>B95320</b>	Media Services - Media Flow - Speed - VP8 - HD - Above 60fps and Below 120fps - Minute of Output Media Content	X	X	
<b>B95321</b>	Media Services - Media Flow - Speed - VP8 - 4k - Below 30fps - Minute of Output Media Content	X	X	
<b>B95322</b>	Media Services - Media Flow - Speed - VP8 - 4k - Above 30fps and Below 60fps - Minute of Output Media Content	X	X	
<b>B95323</b>	Media Services - Media Flow - Speed - VP8 - 4k - Above 60fps and Below 120fps - Minute of Output Media Content	X	X	
<b>B95324</b>	Media Services - Media Flow - Speed - H265VP9 - SD - Below 30fps - Minute of Output Media Content	X	X	
<b>B95325</b>	Media Services - Media Flow - Speed - H265VP9 - SD - Above 30fps and Below 60fps - Minute of Output Media Content	X	X	
<b>B95326</b>	Media Services - Media Flow - Speed - H265VP9 - SD - Above 60fps and Below 120fps - Minute of Output Media Content	X	X	
<b>B95327</b>	Media Services - Media Flow - Speed - H265VP9 - HD - Below 30fps - Minute of Output Media Content	X	X	
<b>B95328</b>	Media Services - Media Flow - Speed - H265VP9 - HD - Above 30fps and Below 60fps - Minute of Output Media Content	X	X	
<b>B95329</b>	Media Services - Media Flow - Speed - H265VP9 - HD - Above 60fps and Below 120fps - Minute of Output Media Content	X	X	

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B95330</b>	Media Services - Media Flow - Speed - H265VP9 - 4k - Below 30fps - Minute of Output Media Content	X	X	
<b>B95331</b>	Media Services - Media Flow - Speed - H265VP9 - 4k - Above 30fps and Below 60fps - Minute of Output Media Content	X	X	
<b>B95332</b>	Media Services - Media Flow - Speed - H265VP9 - 4k - Above 60fps and Below 120fps - Minute of Output Media Content	X	X	
<b>B95333</b>	Media Services - Media Flow - Quality - H264 - SD - Below 30fps - Minute of Output Media Content	X	X	
<b>B95334</b>	Media Services - Media Flow - Quality - H264 - SD - Above 30fps and Below 60fps - Minute of Output Media Content	X	X	
<b>B95335</b>	Media Services - Media Flow - Quality - H264 - SD - Above 60fps and Below 120fps - Minute of Output Media Content	X	X	
<b>B95336</b>	Media Services - Media Flow - Quality - H264 - HD - Below 30fps - Minute of Output Media Content	X	X	
<b>B95337</b>	Media Services - Media Flow - Quality - H264 - HD - Above 30fps and Below 60fps - Minute of Output Media Content	X	X	
<b>B95338</b>	Media Services - Media Flow - Quality - H264 - HD - Above 60fps and Below 120fps - Minute of Output Media Content	X	X	
<b>B95339</b>	Media Services - Media Flow - Quality - H264 - 4k - Below 30fps - Minute of Output Media Content	X	X	
<b>B95340</b>	Media Services - Media Flow - Quality - H264 - 4k - Above 30fps and Below 60fps - Minute of Output Media Content	X	X	

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B95341</b>	Media Services - Media Flow - Quality - H264 - 4k - Above 60fps and Below 120fps - Minute of Output Media Content	X	X	
<b>B95342</b>	Media Services - Media Flow - Quality - VP8 - SD - Below 30fps - Minute of Output Media Content	X	X	
<b>B95343</b>	Media Services - Media Flow - Quality - VP8 - SD - Above 30fps and Below 60fps - Minute of Output Media Content	X	X	
<b>B95344</b>	Media Services - Media Flow - Quality - VP8 - SD - Above 60fps and Below 120fps - Minute of Output Media Content	X	X	
<b>B95345</b>	Media Services - Media Flow - Quality - VP8 - HD - Below 30fps - Minute of Output Media Content	X	X	
<b>B95346</b>	Media Services - Media Flow - Quality - VP8 - HD - Above 30fps and Below 60fps - Minute of Output Media Content	X	X	
<b>B95347</b>	Media Services - Media Flow - Quality - VP8 - HD - Above 60fps and Below 120fps - Minute of Output Media Content	X	X	
<b>B95348</b>	Media Services - Media Flow - Quality - VP8 - 4k - Below 30fps - Minute of Output Media Content	X	X	
<b>B95349</b>	Media Services - Media Flow - Quality - VP8 - 4k - Above 30fps and Below 60fps - Minute of Output Media Content	X	X	
<b>B95350</b>	Media Services - Media Flow - Quality - VP8 - 4k - Above 60fps and Below 120fps - Minute of Output Media Content	X	X	
<b>B95351</b>	Media Services - Media Flow - Quality - H265VP9 - SD - Below 30fps - Minute of Output Media Content	X	X	

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B95352</b>	Media Services - Media Flow - Quality - H265VP9 - SD - Above 30fps and Below 60fps - Minute of Output Media Content	X	X	
<b>B95353</b>	Media Services - Media Flow - Quality - H265VP9 - SD - Above 60fps and Below 120fps - Minute of Output Media Content	X	X	
<b>B95354</b>	Media Services - Media Flow - Quality - H265VP9 - HD - Below 30fps - Minute of Output Media Content	X	X	
<b>B95355</b>	Media Services - Media Flow - Quality - H265VP9 - HD - Above 30fps and Below 60fps - Minute of Output Media Content	X	X	
<b>B95356</b>	Media Services - Media Flow - Quality - H265VP9 - HD - Above 60fps and Below 120fps - Minute of Output Media Content	X	X	
<b>B95357</b>	Media Services - Media Flow - Quality - H265VP9 - 4k - Below 30fps - Minute of Output Media Content	X	X	
<b>B95358</b>	Media Services - Media Flow - Quality - H265VP9 - 4k - Above 30fps and Below 60fps - Minute of Output Media Content	X	X	
<b>B95359</b>	Media Services - Media Flow - Quality - H265VP9 - 4k - Above 60fps and Below 120fps - Minute of Output Media Content	X	X	
<b>B95375</b>	Media Services - Media Streams - GB of Packaged Content	X	X	

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “API Error Rate” means the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of API requests to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the API Error Rate for each five-minute period during the applicable calendar month.

### Manageability Service Level Agreement

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Manageability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Manageability Service Level Agreement for the applicable Cloud Services listed above:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

### 3.6.28 Oracle Cloud Infrastructure - DNS

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - DNS SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:



SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B88525</b>	Oracle Cloud Infrastructure - DNS - 1,000,000 Queries	X		
<b>B90327</b>	Oracle Cloud Infrastructure - DNS Traffic Management - 1,000,000 DNS Traffic Management Queries	X		

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such Service 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 applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but equal to or greater than 99.5%	25%
Less than 99.5% but equal to or greater than 95.0%	50%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Oracle DNS Nameserver” is a group of Oracle controlled systems (servers, hardware, and associated software) that are responsible for responding to DNS queries in Oracle’s provision of the applicable Cloud Service.
- “Unavailable” means any time when Oracle DNS Nameserver of the applicable Cloud Service fails to respond to DNS queries. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 3.6.29 Oracle Cloud Infrastructure- Document Understanding

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Document Understanding SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B96110</b>	Oracle Cloud Infrastructure - Document Understanding - OCR - 1,000 Transactions	X		
<b>B96111</b>	Oracle Cloud Infrastructure - Document Understanding - Document Properties - 1,000 Transactions	X		
<b>B96112</b>	Oracle Cloud Infrastructure - Document Understanding - Document Extraction - 1,000 Transactions	X		

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “API Error Rate” means, on a per Region basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “5xx” in a five-minute period during a calendar month divided by, (ii) the total number of API requests to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the API Error Rate for each five-minute period during the applicable calendar month.

### 3.6.30 Oracle Cloud Infrastructure - Email Delivery

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Email Delivery SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B88523</b>	Oracle Cloud Infrastructure - Email Delivery - 1,000 Emails Sent	X		

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 the applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the Cloud Service was Unavailable (as defined below).
- “Oracle SMTP Endpoint” is the publicly available endpoint of the applicable Cloud Service where You send Your mail.
- “Unavailable” means, on a per-Region basis, any time when the Oracle SMTP Endpoint of the applicable Cloud Service is not able to accept email from You for at least a continuous minute. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 3.6.31 Oracle Cloud Infrastructure - FastConnect

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - FastConnect SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B88325</b>	Oracle Cloud Infrastructure - FastConnect 1 Gbps - Port Hour	X		
<b>B88326</b>	Oracle Cloud Infrastructure - FastConnect 10 Gbps - Port Hour	X		

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B87894</b>	Oracle Network Cloud Service - FastConnect - Port Speed 1Gbps - Non-Metered - Hosted Environment	X		
<b>B87895</b>	Oracle Network Cloud Service - FastConnect - Port Speed 10Gbps - Non-Metered - Hosted Environment	X		
<b>B93126</b>	Oracle Cloud Infrastructure - FastConnect 100Gbps - Port Hour	X		

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the Unavailable Percentage (as defined below) during the calendar month for the applicable Virtual Connection (as defined below).
- “Virtual Connection” means a logical representation of connectivity offered through the applicable Cloud 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 Percentage” means the percentage value corresponding to: (i) the total number of minutes in a calendar month when all Your attempts to establish Internet Protocol (IP) connectivity in the point of ingress at Oracle’s dynamic routing gateway (DRG) associated with such Virtual Connection fail, divided by (ii) the total number of minutes in such calendar month.

This excludes circumstances resulting directly or indirectly from any Common Exclusion.

Notwithstanding anything to the contrary, the Availability Service Level Agreement under this subsection will only apply to a Cloud Service which is configured with redundant connections in the same Region (i.e., the Cloud Service must have connections to at least two different FastConnect physical devices in the same Region).

### 3.6.32 Oracle Cloud Infrastructure - File Storage

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - File Storage SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B89057</b>	Oracle Cloud Infrastructure - File Storage - Gigabyte Storage Capacity per Month	X	X	
<b>B89336</b>	Oracle Cloud Infrastructure - File Storage - Metered - Gigabyte Storage Capacity per Month	X	X	
<b>B89439</b>	Oracle Cloud Infrastructure - File Storage - Government - Gigabyte Storage Capacity Per Month	X	X	

#### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such Service 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 applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “NFS request” means a request over Network File System protocol for remote access to the shared file systems across a computer network.
- “Unavailability” means, on a per-Availability Domain basis, any time when the file system in the applicable Cloud Service cannot process any NFS request when there are NFS requests queued. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

#### Manageability Service Level Agreement

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such

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 an applicable Cloud Service listed above does not meet its Service Commitment for the Manageability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Manageability Service Level Agreement for the applicable Cloud Services listed above:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

**3.6.33 Oracle Cloud Infrastructure – Full Stack Disaster Recovery Service**

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Full Stack Disaster Recovery Service SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
B95485	Oracle Cloud Infrastructure Full Stack Disaster Recovery Service - OCPU Per Hour		X	

**Manageability Service Level Agreement**

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Manageability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:



Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Manageability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when all the valid invocations of an endpoint of the applicable Cloud Service do not successfully respond to console UI Displays or API Calls. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 3.6.34 Oracle Cloud Infrastructure - Functions

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Functions SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B90617</b>	Oracle Functions - Execution Time - 10,000 Gigabyte Memory-Seconds	X		
<b>B90618</b>	Oracle Functions - Invocations - 1,000,000 Function Invocations	X		

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such Service available with a Monthly Uptime Percentage (as defined below) of at least 99.5% during any calendar month (the “Service Commitment”). In the event an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.5% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Function invocation request” means a request received from a client to execute a single function.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average Function Error Rate (as defined below) of all five-minute intervals during the applicable calendar month.
- “Function Error Rate” means on a per-Region basis, the percentage value corresponding to: (i) the total number of function invocation requests made to the applicable Cloud Service that failed with an error code of “500” or “503” in a five-minute period during a calendar month divided by, (ii) the total number of function invocation requests to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 3.6.35 Oracle Cloud Infrastructure - GoldenGate

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - GoldenGate SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B92992</b>	Oracle Cloud Infrastructure - GoldenGate - OCPU Per Hour	X		
<b>B92993</b>	Oracle Cloud Infrastructure - GoldenGate - BYOL - OCPU Per Hour	X		

#### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such Service available with a Monthly Uptime Percentage (as defined below) of at least 99.95%, during any calendar month (the “Service Commitment”). In the event an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “GoldenGate Connection” is a direct connection established from any tool or application to the applicable Cloud Service using Oracle network services.

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was in the state of “Unavailable” (as defined below).
- “Unavailable” means a minute period when (i) no GoldenGate Connection is or can be established and (ii) all continuous attempts (at least five) to establish a GoldenGate Connection fail. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 3.6.36 Oracle Cloud Infrastructure - Health Checks

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Health Checks SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B90323</b>	Oracle Cloud Infrastructure - Health Checks - Basic - Endpoints Per Month	X		
<b>B90325</b>	Oracle Cloud Infrastructure - Health Checks - Premium - Endpoints Per Month	X		

#### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such Service 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 applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but equal to or greater than 99.5%	25%
Less than 99.5% but equal to or greater than 95.0%	50%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means the time when none of the requests from the applicable Cloud Service to the target service including hosted websites, API endpoints, or externally facing load balancers reports results. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 3.6.37 Oracle Cloud Infrastructure - Infrequent Access Storage

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure – Infrequent Access Storage SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B93000</b>	Oracle Cloud Infrastructure - Infrequent Access Storage - Storage - Gigabyte Storage Capacity Per Month	X		
<b>B93001</b>	Oracle Cloud Infrastructure - Data Retrieval - Storage - Gigabyte Storage Retrieved Per Month	X		

#### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such Service available with a Monthly Uptime Percentage (as defined below) of at least 99.0% during any calendar month (the “Service Commitment”). In the event an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.0% but equal to or greater than 98.0%	10%
Less than 98.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “API Error Rate” means the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Oracle Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of API requests to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the API Error Rate for each five-minute period during the applicable calendar month.

### 3.6.38 Oracle Cloud Infrastructure - Key Management

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Key Management SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B90328</b>	Oracle Cloud Infrastructure - Key Management - Virtual Private Vault Per Hour	X		
<b>B92092</b>	Oracle Cloud Infrastructure - Key Management- Vault - Key Version per Month	X		

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when all the valid invocations of an endpoint of the applicable Cloud Service do not successfully perform any encrypt, decrypt or generate data encryption key operations. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 3.6.39 Oracle Cloud Infrastructure - Load Balancer

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Load Balancer SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B88319</b>	Oracle Cloud Infrastructure - 100 Mbps Load Balancer - Load Balancer Hour	X		

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B88320</b>	Oracle Cloud Infrastructure - 400 Mbps Load Balancer - Load Balancer Hour	X		
<b>B88321</b>	Oracle Cloud Infrastructure - 8000 Mbps Load Balancer - Load Balancer Hour	X		
<b>B92601</b>	Oracle Cloud Infrastructure - Load Balancer Base - Load Balancer Hour	X		
<b>B92602</b>	Oracle Cloud Infrastructure - Load Balancer Bandwidth - Mbps per Hour	X		
<b>B93030</b>	Oracle Cloud Infrastructure - Load Balancer Base - Load Balancer Hour	X		
<b>B93031</b>	Oracle Cloud Infrastructure - Load Balancer Bandwidth - Mbps Per Hour	X		

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such Service 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 applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but equal to or greater than 99.9%	10%
Less than 99.9% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when the applicable Cloud Service has at least one working backend server, and all attempts to connect to such Cloud Service are unsuccessful. This excludes circumstances resulting directly or indirectly from any Common Exclusion.



### 3.6.40 Oracle Cloud Infrastructure - Logging

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Logging SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B92593</b>	Oracle Cloud Infrastructure - Logging - Storage - Gigabyte Log Storage Per Month	X		

#### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “API Error Rate” means, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “5xx” in a five-minute period during a calendar month divided by, (ii) the total number of API requests to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated on a per-Region basis by subtracting from 100%, the average of the API Error Rate for each five-minute period during the applicable calendar month.

### 3.6.41 Oracle Cloud Infrastructure - Logging Analytics

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Logging Analytics SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B92939</b>	Oracle Cloud Infrastructure - Logging Analytics- Active Storage	X		
<b>B92809</b>	Oracle Cloud Infrastructure - Logging Analytics- Archival Storage	X		
<b>B95634</b>	Oracle Cloud Infrastructure Logging Analytics - Active Storage - Logging Analytics Storage Unit Per Month	X		

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means, on a per-Region basis, any time when the applicable Cloud Service has no external connectivity. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 3.6.42 Oracle Cloud Infrastructure - Monitoring

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Monitoring SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B90925</b>	Oracle Cloud Infrastructure - Monitoring - Ingestion - Million Datapoints	X		
<b>B90926</b>	Oracle Cloud Infrastructure - Monitoring - Retrieval - Million Datapoints	X		

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Alarm Error Rate” means, the percentage value corresponding to: (i) the total number of alarms in the applicable Cloud Service that failed to correctly execute in a five-minute period during a calendar month divided by, (ii) the total number of alarms processed by such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “API Error Rate” means, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “5xx” in a five-minute period during a calendar month divided by, (ii) the total number of API requests to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated on a per-Region basis by subtracting from 100%, the amount equal to (i) the average of the API Error Rate in each five-minute period during the applicable calendar month and then subtracting from such result (ii) the average of the Alarm Error Rate in each five-minute period during such calendar month.

### 3.6.43 Oracle Cloud Infrastructure - MySQL Database

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - MySQL Database SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B92425</b>	Oracle Cloud Infrastructure - MySQL Database - Standard - E2 - OCPU Per Hour		X	
<b>B92426</b>	Oracle Cloud Infrastructure - MySQL Database - Storage - Gigabyte Storage Capacity Per Month	X	X	
<b>B92483</b>	Oracle Cloud Infrastructure - MySQL Database - Backup Storage - Gigabyte Storage Capacity Per Month	X	X	
<b>B92807</b>	Oracle Cloud Infrastructure - MySQL Database - Bare Metal Standard - E2 - Node Per Hour		X	
<b>B92962</b>	Oracle Cloud Infrastructure - MySQL Database - Standard - E3 - OCPU Per Hour	X	X	
<b>B92963</b>	Oracle Cloud Infrastructure - MySQL Database - Standard - E3 - Memory - Gigabyte Per Hour	X	X	
<b>B92023</b>	Oracle Cloud Infrastructure - MySQL HeatWave - Standard - E3 - Node Per Hour		X	
<b>B92024</b>	Oracle Cloud Infrastructure - MySQL Database for HeatWave - Standard - E3 - Node Per Hour		X	
<b>B93546</b>	Oracle Cloud Infrastructure - MySQL Database for HeatWave - Bare Metal Standard - E3 - Node Per Hour		X	
<b>B96626</b>	Oracle Cloud Infrastructure - HeatWave - HeatWave Capacity Per Hour		X	
<b>B92756</b>	MySQL Analytics - Bare Metal Standard - E2 - Node per Hour		X	
<b>B95435</b>	MySQL Database - Standard - AMD E4 - Compute - OCPU Per Hour	X	X	
<b>B95436</b>	MySQL Database - Standard - AMD E4 - Memory - Gigabyte Per Hour	X	X	
<b>B95437</b>	MySQL Database - Standard - Intel X7 - Compute - OCPU Per Hour	X	X	

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B95438</b>	MySQL Database - Standard - Intel X7 - Memory - Gigabyte Per Hour	X	X	
<b>B95439</b>	MySQL Database - Standard - Intel X9 - Compute - OCPU Per Hour	X	X	
<b>B95440</b>	MySQL Database - Standard - Intel X9 - Memory - Gigabyte Per Hour	X	X	
<b>B95441</b>	MySQL Database - Optimized - Intel X9 - Compute - OCPU Per Hour	X	X	
<b>B95442</b>	MySQL Database - Optimized - Intel X9 - Memory - Gigabyte Per Hour	X	X	

### **Availability Service Level Agreement for Oracle Cloud Infrastructure- MySQL Database with the High Availability option enabled**

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies and with the High Availability option enabled (each a "Cloud Service with High Availability" and collectively the "Cloud Services with High Availability"), Oracle will use commercially reasonable efforts to have each such Service available with a Monthly Uptime Percentage (as defined below) of at least 99.95% during any calendar month ("the Service Commitment"). In the event an applicable Cloud Service listed above with High Availability does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

<b>Monthly Uptime Percentage for Regions with more than one Availability Domains</b>	<b>Service Credit Percentage</b>
Less than 99.99% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

<b>Monthly Uptime Percentage for Regions with one Availability Domain</b>	<b>Service Credit Percentage</b>
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for Cloud Services with High Availability:

- "Database Connection" is a direct connection established from any tool or application to the Cloud Service using Oracle network services.

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service with High Availability was Unavailable (as defined below).
- “Unavailable” means a minute period when (i) no Database Connection is or can be established and (ii) all continuous attempts (at least five) to establish a Database Connection fail. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### **Availability Service Level Agreement for Oracle Cloud Infrastructure- MySQL Database without the High Availability option enabled (Single instance)**

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies and without the High Availability option enabled (each a “Cloud Service without High Availability” and collectively the “Cloud Services without High Availability”), Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above without High Availability does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

<b>Monthly Uptime Percentage</b>	<b>Service Credit Percentage</b>
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for Cloud Services without High Availability:

- “Database Connection” is a direct connection established from any tool or application to the Cloud Service using Oracle network services.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service with High Availability was Unavailable (as defined below).
- “Unavailable” means a minute period when (i) no Database Connection is or can be established and (ii) all continuous attempts (at least five) to establish a Database Connection fail. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### **Manageability Service Level Agreement**

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Manageability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:



Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Manageability Service Level Agreement for the applicable Cloud Services listed above:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month, divided by (ii) the total number of Control Plane API requests to such Cloud Service during such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100 percent, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

### 3.6.44 Oracle Cloud Infrastructure - Network Firewall

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Network Firewall SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B95403</b>	Oracle Cloud Infrastructure - Network Firewall Instance - Instance Per Hour	X		
<b>B95404</b>	Oracle Cloud Infrastructure - Network Firewall Data Processing - Gigabyte of Data Processed	X		

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

**Monthly Uptime Percentage**

Less than 99.9% but equal to or greater than 99.0%
Less than 99.0% but equal to or greater than 95.0%
Less than 95.0%

**Service Credit Percentage**

10%
25%
100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- "Monthly Uptime Percentage" is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- "Unavailable" means a minute period when Your instance of the applicable Cloud Service fails to process all the packets routed to it. If no packets are routed to Your instance of the applicable Cloud Service during the minute, then such Cloud Service is considered available during the minute. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

**3.6.45 Oracle Cloud Infrastructure - Notifications**

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Notifications SKU as indicated below by an "X" in the "Type of Service Level Agreement" column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B90940</b>	Oracle Cloud Infrastructure - Notifications - HTTPS Delivery - Million Delivery Operations	X		
<b>B90941</b>	Oracle Cloud Infrastructure - Notifications - Email Delivery - 1,000 Emails Sent	X		
<b>B93004</b>	Oracle Cloud Infrastructure - Notifications - SMS Outbound to Country Zone 1 - 1 SMS Message Sent	X		
<b>B93005</b>	Oracle Cloud Infrastructure - Notifications - SMS Outbound to Country Zone 2 - 1 SMS Message Sent	X		
<b>B93006</b>	Oracle Cloud Infrastructure - Notifications - SMS Outbound to Country Zone 3 - 1 SMS Message Sent	X		
<b>B93007</b>	Oracle Cloud Infrastructure - Notifications - SMS Outbound to Country Zone 4 - 1 SMS Message Sent	X		

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B93008</b>	Oracle Cloud Infrastructure - Notifications - SMS Outbound to Country Zone 5 - 1 SMS Message Sent	X		

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “API Error Rate” means, on a per-Region basis, the percentage value corresponding to: (i) the total number of requests made to the applicable Cloud Service that returns an error code of “500” or “503” in a five-minute period during a calendar month divided by, (ii) the total number of requests to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion and any of the following:
  - (i) Messages that were published to a topic but failed to be delivered,
  - (ii) Delivery to third-party endpoints such as PagerDuty & Slack,
  - (iii) Delivery to first-party endpoints such as Email and Functions, and/or
  - (iv) Delivery to SMS Endpoints.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the API Error Rate for each five-minute period during the applicable calendar month.

### 3.6.46 Oracle Cloud Infrastructure - Object Storage

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Object Storage SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B88323</b>	Oracle Cloud Infrastructure - Object Storage - Requests - 10,000 Requests per Month	X		
<b>B88324</b>	Oracle Cloud Infrastructure - Object Storage - Storage - Gigabyte Storage Capacity per Month	X		
<b>B91627</b>	Oracle Cloud Infrastructure - Object Storage - Requests - 10,000 Requests per Month	X		
<b>B91628</b>	Oracle Cloud Infrastructure - Object Storage - Storage - Gigabyte Storage Capacity per Month	X		
<b>B91633</b>	Oracle Cloud Infrastructure - Archive Storage - Gigabyte Storage Capacity per Month	X		

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “API Error Rate” means, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of API requests to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the API Error Rate for each five-minute period during the applicable calendar month.

### 3.6.47 Oracle Cloud Infrastructure - Operations Insights

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure – Operations Insights SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B92890</b>	Oracle Cloud Infrastructure Operations Insights for External Oracle Databases and Host - Host CPU Core Per Hour	X		
<b>B93705</b>	Oracle Cloud Infrastructure Operations Insights for Warehouse - Extract - Gigabyte Per Month	X		
<b>B93706</b>	Oracle Cloud Infrastructure Operations Insights for Warehouse - Instance - OCPU Per Hour	X		
<b>B92889</b>	Oracle Cloud Infrastructure Operations Insights for Cloud Databases- OCPU Per Hour	X		
<b>B96199</b>	Oracle Cloud Infrastructure Operations Insights for Oracle Autonomous Databases - Basic - ECPU Per Hour	X		

#### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- "Monthly Uptime Percentage" is calculated by subtracting from 100%, the average of the API Error Rate (as defined below) for each five-minute period during the applicable calendar month.
- "API Error Rate" means, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of "5xx" in a five-minute period during a calendar month divided by, (ii) the total number of API requests to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 3.6.48 Oracle Cloud Infrastructure - Outbound Data Transfer

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Outbound Data Transfer SKU as indicated below by an "X" in the "Type of Service Level Agreement" column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B88327</b>	Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in North America, Europe, and UK - Gigabyte Outbound Data Transfer Per Month	X		
<b>B93455</b>	Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in APAC, Japan, and South America - Gigabyte Outbound Data Transfer Per Month	X		
<b>B93456</b>	Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in Middle East and Africa - Gigabyte Outbound Data Transfer Per Month	X		

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such Service available with a Monthly Uptime Percentage (as defined below) of at least 99.5% during any calendar month (the "Service Commitment"). In the event an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:



### Monthly Uptime Percentage

Less than 99.5% but equal to or greater than 99.0%
Less than 99.0% but equal to or greater than 95.0%
Less than 95.0%

### Service Credit Percentage

10%
25%
100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Internet Gateway” means the virtual router You attach to Your Virtual Cloud Network (VCN) to enable direct connectivity to the Internet.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the Internet Gateway is Unavailable (as defined below).
- “Unavailable” means, on a per Availability Domain basis, mean any time when You are not able to pass traffic through the Internet Gateway of the applicable Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 3.6.49 Oracle Cloud Infrastructure - Process Automation

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Process Automation SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B95504</b>	Oracle Cloud Infrastructure Process Automation - User - Active Process User Per Hour	X	X	
<b>B95505</b>	Oracle Cloud Infrastructure Process Automation - Execution Pack - Execution Pack Per Month	X	X	

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Cloud Service prevents external connectivity to any of Your instances of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### Manageability Service Level Agreement

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Manageability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Manageability Service Level Agreement for the applicable Cloud Services listed above:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month, divided by (ii) the total number of Control Plane API requests made to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

### 3.6.50 Oracle Cloud Infrastructure- Search Service with OpenSearch

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure Search Service with OpenSearch SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B93709</b>	Oracle Cloud Infrastructure Search Service with OpenSearch HA	X		

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such Service available with a Monthly Uptime Percentage (as defined below) of at least 99.95% during any calendar month (the “Service Commitment”). In the event an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Cloud Service prevents external connectivity to any of Your instances of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 3.6.51 Oracle Cloud Infrastructure - Speech

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Speech SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B94896</b>	Oracle Cloud Infrastructure - Speech - Transcription Hour	X		

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet

its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “API Error Rate” means, on a per Region basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “5xx” in a five-minute period during a calendar month divided by, (ii) the total number of API requests to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the API Error Rate for each five-minute period during the applicable calendar month.

### 3.6.52 Oracle Cloud Infrastructure - Streaming

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Streaming SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B90938</b>	Oracle Cloud Infrastructure - Streaming - PUT or GET - Gigabytes of Data Transferred	X		
<b>B90939</b>	Oracle Cloud Infrastructure - Streaming - Storage - Gigabytes Per Hour	X		

#### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the Unavailable Percentage (as defined below) in the calendar month for the applicable Cloud Service.
- “Unavailable Percentage” means, on a per-Region basis, the percentage value corresponding to: (i) the total number of minutes in a calendar month that exceeds five minutes between (a) when there is an attempt to send or receive a message or to perform other operations on the applicable Cloud Service and (b) there is a success code delivered for that action divided by (ii) the number of minutes in such calendar month. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 3.6.53 Oracle Cloud Infrastructure - Vision

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Vision SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B94973</b>	Oracle Cloud Infrastructure - Vision - Image Analysis - 1,000 Transactions	X		
<b>B94974</b>	Oracle Cloud Infrastructure - Vision- OCR - 1,000 Transactions	X		
<b>B94975</b>	Oracle Cloud Infrastructure - Vision- Document Properties - 1,000 Transactions	X		
<b>B94976</b>	Oracle Cloud Infrastructure - Vision- Document Extraction - 1,000 Transactions	X		

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “API Error Rate” means, on a per Region basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “5xx” in a five-minute period during a calendar month divided by, (ii) the total number of API requests to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the API Error Rate for each five-minute period during the applicable calendar month.

### 3.6.54 Oracle Cloud Infrastructure - Web Application Firewall

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Web Application Firewall SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B90329</b>	Oracle Cloud Infrastructure - Web Application Firewall - Requests - 1,000,000 Incoming Requests	X		
<b>B90330</b>	Oracle Cloud Infrastructure - Web Application Firewall - Good Traffic - Gigabyte Of Good Traffic	X		
<b>B90332</b>	Oracle Cloud Infrastructure - Web Application Firewall - Bot Management - 1,000,000 Incoming Requests	X		
<b>B94579</b>	Oracle Cloud Infrastructure- Web Application Firewall- Instance- Instance Per Month	X		
<b>B94277</b>	Oracle Cloud Infrastructure- Web Application Firewall- Requests- 1,000,000 Incoming Requests Per Month	X		

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such Service



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 applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.99% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means, on a per Region basis, any time when the applicable Cloud Service is not able to receive HTTP/S requests according to the configured Web Application Firewall settings. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 3.6.55 Oracle Cloud Infrastructure - WebLogic

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - WebLogic SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B91346</b>	Oracle WebLogic Server Enterprise Edition for Oracle Cloud Infrastructure - OCPU Per Hour		X	
<b>B91347</b>	Oracle WebLogic Suite for Oracle Cloud Infrastructure - OCPU Per Hour		X	

### Manageability Service Level Agreement

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Manageability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

### Monthly Uptime Percentage

Less than 99.9% but equal to or greater than 99.0%
Less than 99.0% but equal to or greater than 95.0%
Less than 95.0%

### Service Credit Percentage

10%
25%
100%

The following terms apply to the Manageability Service Level Agreement for the applicable Cloud Services listed above:

- “Control Plane UI” means the interface available to You in supported internet browsers that allows You to perform provisioning, termination, and other lifecycle operations in accordance with the Service Specifications for the applicable Cloud Service.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when You are unable to access the Control Plane UI to perform operations with the applicable Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 3.6.56 Oracle Cloud VMware Solution

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud VMware Solution SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B92386</b>	Oracle Cloud VMware Solution - OCPU Per Hour	X		
<b>B93288</b>	Oracle Cloud VMware Solution - BM.DenseIO2.52 - Hourly Commit - OCPU Per Hour	X		
<b>B93289</b>	Oracle Cloud VMware Solution - BM.DenseIO2.52 - 1 Year Commit - OCPU Per Hour	X		
<b>B93290</b>	Oracle Cloud VMware Solution - BM.DenseIO2.52 - 3 Year Commit - OCPU Per Hour	X		
<b>B95178</b>	Oracle Cloud VMware Solution - BM.DenseIO.E4.64 - Hourly Commit - OCPU Per Hour	X		
<b>B95179</b>	Oracle Cloud VMware Solution - BM.DenseIO.E4.64 - Monthly Commit - OCPU Per Hour	X		

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B95180</b>	Oracle Cloud VMware Solution - BM.DenseIO.E4.64 - 1 year Commit - OCPU Per Hour	X		
<b>B95181</b>	Oracle Cloud VMware Solution - BM.DenseIO.E4.64 - 3 year Commit - OCPU Per Hour	X		
<b>B95411</b>	Oracle Cloud VMware Solution - BM.DenseIO.E4.32 - Hourly Commit - OCPU Per Hour	X		
<b>B95412</b>	Oracle Cloud VMware Solution - BM.DenseIO.E4.32 - Monthly Commit - OCPU Per Hour	X		
<b>B95413</b>	Oracle Cloud VMware Solution - BM.DenseIO.E4.32 - 1 year Commit - OCPU Per Hour	X		
<b>B95414</b>	Oracle Cloud VMware Solution - BM.DenseIO.E4.32 - 3 year Commit - OCPU Per Hour	X		
<b>B95415</b>	Oracle Cloud VMware Solution - BM.DenseIO.E4.128 - Hourly Commit - OCPU Per Hour	X		
<b>B95416</b>	Oracle Cloud VMware Solution - BM.DenseIO.E4.128 - Monthly Commit - OCPU Per Hour	X		
<b>B95417</b>	Oracle Cloud VMware Solution - BM.DenseIO.E4.128 - 1 year Commit - OCPU Per Hour	X		
<b>B95418</b>	Oracle Cloud VMware Solution - BM.DenseIO.E4.128 - 3 year Commit - OCPU Per Hour	X		

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such Service available with a Monthly Uptime Percentage (as defined below) of at least 99.95% during any calendar month (the “Service Commitment”). In the event an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

**Monthly Uptime Percentage for Regions with more than one Availability Domains**

Less than 99.99% but equal to or greater than 99.0%
Less than 99.0% but equal to or greater than 95.0%
Less than 95.0%

**Service Credit Percentage**

10%
25%
100%

**Monthly Uptime Percentage for Regions with one Availability Domain**

Less than 99.95% but equal to or greater than 99.0%
Less than 99.0% but equal to or greater than 95.0%
Less than 95.0%

**Service Credit Percentage**

10%
25%
100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable.
- “Unavailable” means any time when a problem with the applicable Cloud Service prevents external connectivity with:
  - (i) for Regions with more than one Availability Domains, all instances of such Cloud Service that are deployed in more than one Availability Domain; or
  - (ii) for Regions with one Availability Domain, all instances of such Cloud Service that are deployed in more than one Fault Domain.

Notwithstanding anything to the contrary, the Availability Service Level Agreement under this subsection will not apply to any Cloud Service which is configured with less than three ESXi hosts (as described in the Service Descriptions for such Cloud Service).

### 3.6.57 Oracle Content Management

The following table indicates which types of Service Level Agreements are applicable to an Oracle Content Management SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B92637</b>	Oracle Content Management - BYOL - 5,000 Assets Per Month	X		
<b>B91210</b>	Oracle Content Management - 5000 Assets Per Month	X		
<b>B91211</b>	Oracle Content Management - Outbound Data Transfer - Gigabyte Outbound Data Transfer Per Month	X		

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B92217</b>	Oracle Content Management - Advanced Video Management - 250 Video Assets per Month	X		
<b>B93411</b>	Oracle Content Management - Starter Edition - 5000 Assets Per Month	X		
<b>B95422</b>	Oracle Content Management - Video Creation Platform - Video Pack (500 Videos - 500 GB) Per Month	X		
<b>B96502</b>	Oracle Content Management - Advanced Hosting - Instance Per Month	X		

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	30%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when the applicable Cloud Service cannot be accessed either by the (i) Oracle Content Management web user interface, or (ii) Oracle Content Management REST APIs. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 3.6.58 Oracle Database Autonomous Recovery Service

The following table indicates which types of Service Level Agreements are applicable to an Oracle Database Autonomous Recovery Service SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B95240</b>	Oracle Database Autonomous Recovery Service	X		
<b>B95241</b>	Oracle Database Zero Data Loss Autonomous Recovery Service	X		

#### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means, on a per-Region basis, any time when a problem prevents external connectivity to the applicable Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 3.6.59 Oracle Database Backup Cloud

The following table indicates which types of Service Level Agreements are applicable to an Oracle Database Backup Cloud SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:



SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B90230</b>	Oracle Database Backup Cloud - Object Storage - Gigabyte Storage Capacity Per Month	X		
<b>B90231</b>	Oracle Database Backup Cloud - Archive Storage - Gigabyte Storage Capacity Per Month	X		

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means, on a per-Region basis, any time when a problem prevents external connectivity to the applicable Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 3.6.60 Oracle Digital Assistant

The following table indicates which types of Service Level Agreements are applicable to an Oracle Digital Assistant Cloud SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B90260</b>	Oracle Digital Assistant Cloud Service - Request	X		

## Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such Service available with a Monthly Uptime Percentage (as defined below) during any calendar month as follows (the “Services Commitment”): (i) for the Production Shape of the Cloud Services, at least 99.9%, and (ii) for the Development Shape of the Cloud Services, at least 99.5%. In the event an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows based on Your selection of such Cloud Service as production or development shape during its provisioning:

### Monthly Uptime Percentage for Production Shape

Less than 99.9% but equal to or greater than 99.0%

Less than 99.0% but equal to or greater than 95.0%

Less than 95.0%

### Service Credit Percentage

10%

25%

100%

### Monthly Uptime Percentage for Development Shape

Less than 99.5% but equal to or greater than 99.0%

Less than 99.0% but equal to or greater than 95.0%

Less than 95.0%

### Service Credit Percentage

10%

25%

100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Cloud Service prevents external connectivity to any of Your instances of such Cloud Service or no HTTP operations of such Cloud Service resulted in a success code. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 3.6.61 Oracle Integration Cloud Service

The following table indicates which types of Service Level Agreements are applicable to an Oracle Integration Cloud Service SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B89639</b>	Oracle Integration Cloud Service - Standard - 5K Messages Per Hour	X	X	
<b>B89640</b>	Oracle Integration Cloud Service - Enterprise - 5K Messages Per Hour	X	X	

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B89643</b>	Oracle Integration Cloud Service - Standard - BYOL - 20K Messages Per Hour	X	X	
<b>B89644</b>	Oracle Integration Cloud Service - Enterprise - BYOL - 20K Messages Per Hour	X	X	

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Cloud Service prevents external connectivity to any of Your instances of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### Manageability Service Level Agreement

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Manageability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Manageability Service Level Agreement for the applicable Cloud Services listed above:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

### 3.6.62 Oracle Java Cloud Service

The following table indicates which types of Service Level Agreements are applicable to an Oracle Java Cloud Service SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B88287</b>	Oracle Java Cloud Service - Enterprise - OCPU Per Hour	X	X	
<b>B88288</b>	Oracle Java Cloud Service - Standard - OCPU Per Hour	X	X	
<b>B88289</b>	Oracle Java Cloud Service - High Performance - OCPU Per Hour	X	X	
<b>B88399</b>	Oracle Java Cloud Service - Enterprise - BYOL - OCPU Per Hour	X	X	
<b>B88400</b>	Oracle Java Cloud Service - High Performance - BYOL - OCPU Per Hour	X	X	
<b>B88844</b>	Oracle Java Cloud Service - Standard - BYOL - OCPU Per Hour	X	X	

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be

eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Cloud Service prevents external connectivity to any of Your instances of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

**Manageability Service Level Agreement**

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Manageability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Manageability Service Level Agreement for the applicable Cloud Services listed above:

- “Control Plane UI” means the interface available to You in supported internet browsers that allows You to perform provisioning, termination, and other lifecycle operations in accordance with the Service Specifications for the applicable Cloud Service.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when You are unable to access the Control Plane UI to perform operations with the applicable Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 3.6.63 Oracle Mobile Hub Cloud Service

The following table indicates which types of Service Level Agreements are applicable to an Oracle Mobile Hub Cloud Service SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B90304</b>	Oracle Mobile Hub Cloud Service - Request	X		

#### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such Service available with a Monthly Uptime Percentage (as defined below) of at least 99.95% during any calendar month (the “Service Commitment”). In the event an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.95% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Cloud Service prevents external connectivity to any of Your instances of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 3.6.64 Oracle NoSQL Database Cloud Service

The following table indicates which types of Service Level Agreements are applicable to an Oracle NoSQL Database Cloud Service SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B89737</b>	Oracle NoSQL Database Cloud Service - Write - Write Unit Per Month	X	X	



SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B89738</b>	Oracle NoSQL Database Cloud Service - Read - Read Unit Per Month	X	X	
<b>B89739</b>	Oracle NoSQL Database Cloud Service - Storage - Gigabyte Storage Capacity Per Month	X	X	
<b>B93710</b>	Oracle NoSQL Database Cloud - Write - Auto - Write Unit Per Month	X	X	
<b>B93711</b>	Oracle NoSQL Database Cloud - Read - Auto - Read Unit Per Month	X	X	
<b>B93712</b>	Oracle NoSQL Database Cloud - Hosted Environment - Hosted Environment Per Month	X	X	

### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such Service available with a Monthly Uptime Percentage (as defined below) of at least 99.995% during any calendar month (the “Service Commitment”). In the event an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.995% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means, on a per-Region basis, any time when the applicable Cloud Service has no external connectivity. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### Manageability Service Level Agreement

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such Service

available with a Monthly Uptime Percentage (as defined below) of at least 99.995% during any calendar month (the “Service Commitment”). In the event an applicable Cloud Service listed above does not meet its Service Commitment for the Manageability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.995% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Manageability Service Level Agreement for the applicable Cloud Services listed above:

- “Control Plane API Error Rate” means the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

### 3.6.65 Oracle SOA Suite Cloud Service

The following table indicates which types of Service Level Agreements are applicable to an Oracle SOA Suite Cloud SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B88160</b>	Oracle SOA Suite Cloud Service - B2B Adapter for EDI - OCPU per Hour	X	X	
<b>B88407</b>	Oracle SOA Suite Cloud Service - BYOL - OCPU Per Hour	X	X	
<b>B88460</b>	Oracle SOA Suite Cloud Service - OCPU Per Hour	X	X	
<b>B92450</b>	Oracle SOA Suite for Oracle Cloud Infrastructure - OCPU per Hour	X	X	
<b>B92451</b>	Oracle SOA Suite for Oracle Cloud Infrastructure - with B2B Adapter for EDI - OCPU per Hour	X	X	

## Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Cloud Service prevents external connectivity to any of Your instances of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

## Manageability Service Level Agreement

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Manageability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Manageability Service Level Agreement for the Cloud Services listed above:

- “Control Plane UI” means the interface available to You in supported internet browsers that allows You to perform provisioning, termination, and other lifecycle operations in accordance with the Service Specifications for the applicable Cloud Service.

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when You are unable to access the Control Plane UI to perform operations with the applicable Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 3.6.66 Oracle Tuxedo for Oracle Cloud Infrastructure

The following table indicates which types of Service Level Agreements are applicable to an Oracle Tuxedo SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B96582</b>	Oracle Tuxedo for Oracle Cloud Infrastructure - OCPU Per Hour		X	
<b>B96583</b>	Oracle Tuxedo Enterprise Edition for Oracle Cloud Infrastructure - OCPU Per Hour		X	

### Manageability Service Level Agreement

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Manageability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Manageability Service Level Agreement for the applicable Cloud Services listed above:

- “Control Plane UI” means the interface available to You in supported internet browsers that allows You to perform provisioning, termination, and other lifecycle operations in accordance with the Service Specifications for the applicable Cloud Service.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).

- “Unavailable” means any time when You are unable to access the Control Plane UI to perform operations with the applicable Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

### 3.6.67 Oracle Visual Builder

The following table indicates which types of Service Level Agreements are applicable to an Oracle Visual Builder SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
<b>B89646</b>	Oracle Visual Builder Cloud Service - OCPU Per Hour	X	X	
<b>B90203</b>	Oracle Visual Builder Studio - Additional Storage - Gigabyte Storage Capacity Per Month	X	X	

#### Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Availability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Availability Service Level Agreement for the applicable Cloud Services listed above:

- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when a problem with the applicable Cloud Service prevents external connectivity to any of Your instances of such Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

#### Manageability Service Level Agreement

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet

its Service Commitment for the Manageability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Manageability Service Level Agreement for the applicable Cloud Services listed above:

- “Control Plane API Error Rate” means, on a per Availability Domain basis, the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service with an error status of “Internal Service Error” or “Service Unavailable” in a five-minute period during a calendar month divided by, (ii) the total number of Control Plane API requests made to such Cloud Service in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Control Plane API Error Rate for each five-minute period during the applicable calendar month.

**3.6.68 Oracle ZFS Storage- High Availability**

The following table indicates which types of Service Level Agreements are applicable to an Oracle ZFS Storage - High Availability SKU as indicated below by an “X” in the “Type of Service Level Agreement” column:

SKU	CLOUD SERVICE	TYPE OF SERVICE LEVEL AGREEMENT		
		AVAILABILITY	MANAGEABILITY	PERFORMANCE
B95410	Oracle ZFS Storage - High Availability - Instance Per Hour		X	

**Manageability Service Level Agreement**

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, Oracle will use commercially reasonable efforts to have each such 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 an applicable Cloud Service listed above does not meet its Service Commitment for the Manageability Service Level Agreement under this subsection, You will be eligible to receive Service Credits for such Non-Compliant Service, with the Service Credit Percentage determined as follows:



Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

The following terms apply to the Manageability Service Level Agreement for the applicable Cloud Services listed above:

- “Browser UI” means the interface available to You in supported internet browsers that allows You to manage the storage and configuration of the ZFS Storage - High Availability service and other lifecycle operations and provides the ability to analyze usage in accordance with the Service Specifications for such Cloud Service.
- “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service was Unavailable (as defined below).
- “Unavailable” means any time when You are unable to access the Browser UI to perform operations with the applicable Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

## 4 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>.

### 4.1 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.

### 4.2 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.

### 4.3 Service Change Notification

Oracle will provide You with no less than 12 months advance notice prior to the date when the Cloud Services are no longer generally available as a service (i.e., Oracle will no longer support, or make available for use, any versions of the Cloud Services). Oracle will also provide You with no less than 12 months advance notice prior to the date of removing or changing an existing API of a Cloud Service that You have deployed which requires You to materially update the code of Your application(s) which interface(s) with such Cloud Service (i.e., a material break of the API). For clarity, with respect to orders of Oracle Universal Credits for PaaS and IaaS or orders under the Oracle Funded Allocation Model, the notification requirement in this section applies only to Cloud Services that You have actually deployed using the application of such Universal Credits or pursuant to the Oracle Funded Allocation Model, as applicable.

## 5 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.

## 6 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.

## 7 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 Cloud Service.

## 8 SURGE PROTECTOR FOR WEB APPLICATION FIREWALL (WAF)

This Section (Surge Protector for Web Application Firewall (WAF)) applies only to periods during Your subscription (a “WAF Period”) where You have acquired and deployed the Oracle Cloud Infrastructure - Web Application Firewall (“WAF”) Service and at least one of the following Oracle PaaS and IaaS Public Cloud Services (each of the following Cloud Services being referred to as an “Impacted Service” and collectively, the “Impacted Services”): Oracle Cloud Infrastructure - API Gateway, Oracle Cloud Infrastructure - Compute, Oracle Cloud Infrastructure - Functions, and Oracle Cloud Infrastructure - Load Balancer.

### 8.1 Definitions

The following terms apply to this Section 8:

- “DDoS” is a distributed denial of service attack.
- “DDoS Mitigation Specialist” is a member of Oracle’s Security Operations Center or Cloud Customer Support team who provides support for Layer 7 DDoS attacks.
- “Excess Consumption” refers to the increased amount of Impacted Services that You consume during a WAF Period due to the automatic scaling of such Impacted Services in response to a Layer 7 DDoS attack on WAF.
- “Layer 7” is defined by the Open Systems Initiative seven-layer model.

- “Layer 7 DDoS” is a DDoS attack at Layer 7 that sends HTTP/HTTPS traffic to consume resources of an Impacted Service.
- “Measured Excess Consumption” is any Excess Consumption that occurs following Your receipt of guidance from a DDoS Mitigation Specialist that his/her continued efforts are unlikely to prevent further Excess Consumption.
- “OCIDs” are unique identifiers for resources in the Oracle Public Cloud and that contain metadata about the resources.
- “Region” refers to a localized geographic area in which one or more Oracle data centers are located.
- “Service Credit Requests Validation Team” is a group of Oracle engineers and product managers that validates claims of Excess Consumption submitted via Service Requests.
- “Service Request” is a support service request ticket that is submitted into the “My Oracle Support” portal.
- “WAF Service Credits” are credits that equal the total amount of Cloud Service fees that You have paid Oracle for Measured Excess Consumption during a WAF Period.

## 8.2 WAF Service Credits Claims

If during a WAF Period a Layer 7 DDoS attack on Your deployed WAF Services results in You incurring Excess Consumption, then You may seek to receive WAF Service Credits in accordance with the following criteria:

- During the DDoS Layer 7 attack, You must submit a Service Request into the “My Oracle Support” portal, selecting the WAF Services and the applicable DDoS component, to engage a DDoS Mitigation Specialist.
- You must comply with, and implement, all of the DDoS Mitigation Specialist’s recommendations, which may include providing the DDoS Mitigation Specialist with control of Your WAF Service deployment during the WAF Period.
- If the DDoS Mitigation Specialist advises You that his/her continued efforts are unlikely to prevent further Excess Consumption, then You may submit a claim for WAF Service Credits either through the “My Oracle Support” portal or by contacting Your Oracle account manager. Your claim must include all the following information:
  - a detailed description of the circumstances for Your claim;
  - information regarding the time and duration of the Layer 7 DDoS attack that caused the Excess Consumption;
  - the name(s) of the Impacted Services that had Excess Consumption;
  - the Region in which the applicable Impacted Service(s) had Excess Consumption;
  - the names of the relevant OCIDs, including tenancy OCID, compartment(s) OCID, and affected resource OCID(s);
  - a description of Your attempts to resolve the issue at the time of occurrence, including information on Your implementation of recommendations received from the DDoS Mitigation Specialist; and
  - relevant documentation/logs (such as audit console and OS events/logs) that can confirm that the applicable Impacted Service(s) experienced Excess Consumption.
- After reviewing Your claim, if the Service Credit Requests Validation Team determines that the incident was a valid Layer 7 DDoS attack and that the underlying Impacted Services automatically scaled to absorb the attack, Oracle will provide You with WAF Service Credits for any Measured Excess Consumption incurred due to such attack.
- WAF Service Credits will be applied as follows:

- With respect to WAF Services purchased under a Pay as You Go Model, any WAF 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 WAF Service Credits within the calendar month in which the WAF Service Credits are granted. Any unused WAF Service Credits will expire at the end of the calendar month in which the WAF Service Credits are granted and You may not carry those WAF Service Credits over to another month.
- With respect to WAF Cloud Services purchased pursuant to Oracle Monthly Universal Credits for PaaS and IaaS, any WAF Service Credits will be added to Your Universal Credit balance in the monthly credit period (as defined in Your order for such Cloud Services) following Oracle's approval of Your claim. You must use those WAF Service Credits within the monthly credit period in which the WAF Service Credits are granted. Any unused WAF Service Credits will expire at the end of the monthly credit period in which the WAF Service Credits are granted and You may not carry those Service Credits over to another monthly credit period.
- With respect to WAF Cloud Services purchased pursuant to Oracle Annual Universal Credits for PaaS and IaaS, any WAF Service Credits will be added to Your Universal Credits balance in the calendar month following Oracle's approval of Your claim. You must use those WAF Service Credits within the annual credit period (as defined in Your order for such Cloud Services) in which the WAF Service Credits are granted. Any unused WAF Service Credits will expire at the end of the annual credit period in which the WAF Service Credits are granted and You may not carry those WAF Service Credits over to another annual credit period.
- With respect to WAF Cloud Services purchased under a Funded Allocation Model, any WAF Service Credits will be subtracted from Your invoice for Cloud Services under the applicable order in the calendar month following Oracle's approval of Your claim. If at the end of the Services Period in which the WAF Services Credits were granted, You have any remaining unused WAF Service Credits, and You execute a replenishment order for the Funded Allocation Model, then such WAF Service Credits will be carried forward into the replenishment order's Services Period, and subtracted from Your first invoice for Cloud Services acquired under such replenishment order. If at the end of the Services Period in which the WAF Services Credits were granted, You have any remaining unused WAF Service Credits, and You do not execute a replenishment order for the Funded Allocation Model, then Oracle will work with You to either apply such credits towards other Oracle products or services, or refund amounts related to such credits.
- Notwithstanding the above, WAF Service Credits related to an order for Oracle Monthly or Annual Universal Credits for PaaS and IaaS are deemed forfeited where the grant of the WAF Service Credits would fall in a monthly period following the expiration of the Services Period applicable to such order, unless You execute with Oracle a replenishment order for such Oracle Universal Credits whose Services Period covers the relevant monthly period. For the avoidance of doubt, WAF Service Credits will only be granted under this section (Surge Protector For Web Application Firewall (WAF)) for WAF Services that You have actually deployed during the applicable Services Period pursuant to the application of Oracle Monthly or Annual Universal Credits for PaaS and IaaS or pursuant to an Oracle Pay as You Go or Funded Allocation Model.
- Other than as stated above, WAF Service Credits may not be used to acquire any Oracle products or services.
- The provision of WAF Service Credits are **YOUR EXCLUSIVE REMEDY AND ORACLE'S ENTIRE LIABILITY** for any Excess Consumption due to a Layer 7 DDoS attack.

- If as a result of a Layer 7 DDoS attack You would be entitled to receive both Service Credits for the WAF Services or any Impacted Service under Section 3 (Oracle PaaS and IaaS Public Cloud Service Level Agreement Policy) above and WAF Service Credits under this Section 8, You will only receive WAF Service Credits under this Section 8.

### **8.3 Exclusions**

WAF Service Credit are not granted for, and the terms of this Section 8 do not apply to:

- Government SKUs,
- any DDoS attack initiated by You, Your Users or agents and contractors, or
- any increased consumption or deployment of any Cloud Services other than the Impacted Services.

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Oracle PaaS and IaaS Public Cloud Services Pillar Document  
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