

TEAM Cloud Services Pillar Document

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SCOPE

This document applies to TEAM Cloud Services provided by TEAM IM ("TEAM Cloud Services") purchased by You, and supplements the *TEAM Cloud Hosting and Delivery Policies* incorporated into Your order. Unless stated otherwise, references in this document to the *TEAM Cloud Hosting and Delivery Policies* all be interpreted to include the *TEAM Cloud Hosting and Delivery Policies* (in relation to Cloud Services).

1 TEAM Cloud SECURITY POLICY

1.1 TEAM Cloud Information Security Practices - General

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

1.2 Intentionally omitted

2 TEAM Cloud SERVICE CONTINUITY POLICY

You will be solely responsible for any post provisioning configuration, data backups, and execution of disaster recovery activities.

2.1 TEAM Cloud Services High Availability Strategy

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

2.2 TEAM Cloud Services Backup Strategy

For all TEAM Cloud Services, the following applies in lieu of the text in section 2.2 of the *TEAM 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.

3 TEAM Cloud SERVICE LEVEL AGREEMENT POLICY

This section (TEAM Cloud Service Level Agreement Policy) sets forth the Service Level Agreements that TEAM IM makes available for TEAM Cloud Services, and for such Cloud Services applies in lieu of sections 3.1 and 3.2 of the *TEAM Cloud Hosting and Delivery Policies*. Except as described in this section (TEAM Cloud Service Level Agreement Policy), or as otherwise may be specified in Your order for TEAM Cloud Services, TEAM IM does not provide a Service Level Agreement with a financial remedy (i.e., Service Credits) for any TEAM Cloud Services.

3.1 Definitions

The following terms apply to all of the subsections within this section (TEAM Cloud Service Level Agreement Policy).

- "Availability Domain" refers to one or more data centres 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.□
- "IO" (which is also referred to as input/output) refers to input and output operations on data (for reading or writing data) for an applicable Cloud Service.□
- "IOPS" (which is also referred to as input/output operations per second) is a metric used to characterise 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) TEAM Cloud Service for which the applicable Service Commitment under this section (TEAM Cloud Service Level Agreement Policy) is not met.□
- “Region” refers to a localised geographic area in which one or more TEAM Cloud data centres are located.□
- “Service Commitment” refers to the service level objective (also referred to in the *TEAM 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” (which is also referred to as Virtual Cloud Network) is a customisable private network within the TEAM 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 (TEAM Cloud Service Level Agreement Policy) arising from TEAM IM’s failure to meet a Service Commitment with respect to an applicable TEAM Cloud Service. The grant of these Service Credits are YOUR EXCLUSIVE REMEDY AND ORACLE’S ENTIRE LIABILITY when TEAM IM has not met a Service Commitment for a Service Level Agreement under this section (TEAM 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.

TEAM IM 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 (TEAM 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 TEAM Cloud Service pursuant to the application TEAM Cloud Universal Credits for PaaS and IaaS (as such terms are described in the TEAM Cloud 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 pursuant to TEAM Cloud Universal Credits for TEAM Cloud Services, any Service Credits will be added to Your TEAM Cloud Universal Credits balance in the calendar month following TEAM IM’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.

Notwithstanding the above, Service Credits related to an order for TEAM Cloud Universal Credits for TEAM Cloud Services 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 TEAM IM a replenishment order for such TEAM Cloud Universal Credits whose Services Period covers the relevant monthly

period. For the avoidance of doubt, Service Credits will only be granted under this section (TEAM Cloud Service Level Agreement Policy) for Cloud Services that You have actually deployed during the applicable Measured Period pursuant to the application of TEAM Cloud Universal Credits for TEAM Cloud Service.

3.3 Claims

In order to be considered to receive Service Credits, You must file a claim with TEAM IM in accordance with the terms listed in this subsection. You must submit the claim by contacting Your account manager and You must include all of the information required for TEAM IM to validate the claim, including but not limited to:

- ☐ the name of Your TEAM 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.
- ☐ relevant documentation confirming the incident is not related to any Common Exclusion (as defined below).

In order for TEAM IM to consider a claim, TEAM IM must receive the claim within sixty (60) calendar days from when the issue occurred that caused Your TEAM Cloud Service not to meet its Service Commitment for the applicable Service Level Agreement. TEAM IM will use commercially reasonable efforts to process a claim within sixty (60) days of TEAM IM's receipt of such claim. You must continue to be in compliance with the Cloud Services Agreement (CSA) or Resell agreement (as applicable) referenced in Your order for You to be eligible to receive Service Credits.

3.4 Resolution of Conflicting Service Level Agreement Offering

TEAM IM may offer more than one Service Level Agreement for a TEAM 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 TEAM IM 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 TEAM 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 TEAM IM’s direct control), including any third-party platform on which You elect to deploy TEAM Cloud Services;
- For Cloud Services that are inter-related (i.e., such Cloud Services operationally interface with, or are functionally dependent on, one another), if TEAM IM 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 TEAM IM agents and contractors who TEAM IM has engaged to support 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 *TEAM Cloud Hosting and Delivery Policies* (provided that, for the purposes of Your order of a TEAM 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 TEAM IM may issue Service Credits for the applicable Cloud Service considering such factors at TEAM IM’s discretion. The Service Level Agreements for Cloud Services under this section (TEAM Cloud Service Level Agreement Policy) are contingent on Your adherence to TEAM IM’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 *TEAM Cloud Hosting & Delivery Policies*.

3.6 Service Level Agreements

This subsection (Service Level Agreements) sets forth the TEAM 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 (TEAM 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 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 |
| B95496 | Oracle Access Governance for Oracle Identity Manager- User Per Month | X | | |
| B97172 | Oracle Access Governance for Oracle Cloud Infrastructure - Workforce User - Workforce User Per Month | X | | |
| B97173 | Oracle Access Governance for Oracle Workloads - Workforce User - Workforce User Per Month | X | | |
| B97179 | Oracle Access Governance Premium - Consumer User - Consumer User Per Month | X | | |
| B97180 | Oracle Access Governance for Oracle Workloads - Consumer User - Consumer User Per Month | X | | |
| B97181 | Oracle Access Governance Premium - Workforce User - Workforce 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, TEAM Cloud 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 any time when the applicable Cloud Service cannot be accessed either by the (i) TEAM Cloud Access Governance web user interface or (ii) TEAM Cloud Access Governance REST APIs. This excludes circumstances resulting directly or indirectly from any Common Exclusion.☐

3.6.2 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 |
| B92682 | Oracle Analytics - Professional - User Per Month | X | | |
| B92683 | Oracle Analytics - Enterprise - User Per Month | X | | |
| B89630 | Oracle Analytics Cloud – Professional- OCPU Per Hour | X | | |
| B89631 | Oracle Analytics Cloud - Enterprise- OCPU Per Hour | X | | |
| B89636 | Oracle Analytics Cloud – Professional- BYOL-OCPU Per Hour | X | | |

| SKU | CLOUD SERVICE | TYPE OF SERVICE LEVEL AGREEMENT | | |
|---------------|---|---------------------------------|---------------|-------------|
| | | AVAILABILITY | MANAGEABILITY | PERFORMANCE |
| B89637 | 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, **TEAM Cloud** 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.□

3.6.3 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 |
| B89039 | Oracle Autonomous Data Warehouse – BYOL – OCPU Per Hour | X | X | |

| SKU | CLOUD SERVICE | TYPE OF SERVICE LEVEL AGREEMENT | | |
|---------------|--|---------------------------------|---------------|-------------|
| | | AVAILABILITY | MANAGEABILITY | PERFORMANCE |
| B89040 | Oracle Autonomous Data Warehouse - OCPU Per Hour | X | X | |
| B89041 | Oracle Autonomous Data Warehouse - Exadata Storage - Terabyte Storage Capacity Per Month | X | X | |
| B90453 | Oracle Autonomous Transaction Processing - OCPU Per Hour | X | X | |
| B90454 | Oracle Autonomous Transaction Processing - BYOL - OCPU Per Hour | X | X | |

| | | | | |
|---------------|--|---|---|--|
| B90455 | Oracle Autonomous Transaction Processing - Exadata Storage - Terabyte Storage Capacity Per Month | X | X | |
| B92212 | Oracle Autonomous JSON Database - OCPU Per Hour | X | X | |
| B92181 | Oracle Autonomous Transaction Processing - Dedicated - OCPU Per Hour | X | X | |
| B92182 | Oracle Autonomous Data Warehouse - Dedicated - OCPU Per Hour | X | X | |
| B92183 | Oracle Autonomous Transaction Processing - Dedicated - BYOL - OCPU Per Hour | X | X | |
| B92184 | Oracle Autonomous Data Warehouse - Dedicated - BYOL - OCPU Per Hour | X | X | |
| B95712 | Oracle Autonomous Data Warehouse - Dedicated - ECPU - ECPU Per Hour | X | X | |
| B95713 | Oracle Autonomous Transaction Processing - Dedicated - ECPU - ECPU Per Hour | X | X | |
| B95714 | Oracle Autonomous Data Warehouse - Dedicated - ECPU - BYOL - ECPU Per Hour | X | X | |
| B95715 | Oracle Autonomous Transaction Processing - Dedicated - ECPU - BYOL - ECPU Per Hour | X | X | |
| B95701 | Oracle Autonomous Data Warehouse - ECPU - ECPU Per Hour | X | X | |

| SKU | CLOUD SERVICE | TYPE OF SERVICE LEVEL AGREEMENT | | |
|---------------|---|---------------------------------|---------------|-------------|
| | | AVAILABILITY | MANAGEABILITY | PERFORMANCE |
| B95702 | Oracle Autonomous Transaction Processing - ECPU - ECPU Per Hour | X | X | |
| B95703 | Oracle Autonomous Data Warehouse - ECPU - BYOL - ECPU Per Hour | X | X | |
| B95704 | Oracle Autonomous Transaction Processing - ECPU - BYOL - ECPU Per Hour | X | X | |

| | | | | |
|---------------|---|---|---|--|
| B95754 | Oracle Autonomous Data Warehouse Exadata Storage for ECPU - Gigabyte Storage Capacity Per Month | X | X | |
| B95706 | Oracle Autonomous Transaction Processing Exadata Storage for ECPU - Gigabyte Storage Capacity Per Month | X | X | |
| B99708 | Oracle Autonomous JSON Database - ECPU - ECPU Per Hour | X | X | |
| B99709 | Oracle APEX Application Development - ECPU - ECPU Per Hour | X | X | |
| B99594 | Oracle Globally Distributed Autonomous Transaction Processing - Dedicated - BYOL - ECPU Per Hour | X | | |

Availability Service Level Agreement for Oracle Autonomous Database and Globally Distributed Autonomous Database shards and catalog databases 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”), TEAM Cloud 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 99.9% 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 Autonomous Data Guard:

- ☐ "Database Connection" is a direct connection established from any tool or application to the Cloud Service using TEAM Cloud 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.□
- ☐ The Availability Service Level Agreement in this subsection does not apply to Your Cloud Services if You choose to set Your node reservation for such Services to 0%.□

Availability Service Level Agreement for Oracle Autonomous Database and Globally Distributed

Autonomous Database shards and catalog databases 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"), TEAM Cloud 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:

| 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 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 TEAM Cloud 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.□
- ☐ The Availability Service Level Agreement in this subsection does not apply to Your Cloud Services if You choose to set Your node reservation for such Services to 0%.□

Manageability Service Level Agreement

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, TEAM Cloud 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 99.9% 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 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.□

3.6.4 Oracle Base Database Service

The following table indicates which types of Service Level Agreements are applicable to an Oracle Base Database 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 |
| B88290 | Oracle Database Cloud Service - Enterprise Edition - General Purpose - OCPU Per Hour | X | X | |

| SKU | CLOUD SERVICE | TYPE OF SERVICE LEVEL AGREEMENT | | |
|---------------|--|---------------------------------|---------------|-------------|
| | | AVAILABILITY | MANAGEABILITY | PERFORMANCE |
| B88291 | Oracle Database Cloud Service - Enterprise Edition Extreme Performance - General Purpose - OCPU Per Hour | X | X | |
| B88292 | Oracle Database Cloud Service - Enterprise Edition High Performance - General Purpose - OCPU Per Hour | X | X | |
| B88293 | Oracle Database Cloud Service - Standard Edition - General Purpose - OCPU Per Hour | X | X | |
| B88404 | Oracle Database Cloud Service - All Editions - BYOL - OCPU Per Hour | X | X | |
| B90569 | Oracle Base Database Service - Standard Edition - OCPU Per Hour | X | X | |
| B90570 | Oracle Base Database Service - Enterprise Edition - OCPU Per Hour | X | X | |
| B90571 | Oracle Base Database Service - Enterprise Edition High Performance - OCPU Per Hour | X | X | |

| | | | | |
|---------------|---|---|---|--|
| B90572 | Oracle Base Database Service - Enterprise Edition Extreme Performance - OCPU Per Hour | X | X | |
|---------------|---|---|---|--|

| SKU | CLOUD SERVICE | TYPE OF SERVICE LEVEL AGREEMENT | | |
|---------------|--|---------------------------------|---------------|-------------|
| | | AVAILABILITY | MANAGEABILITY | PERFORMANCE |
| B90573 | Oracle Base Database 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, TEAM Cloud 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, TEAM Cloud 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.□

3.6.5 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 |
| B91121 | Oracle Cloud SQL - Compute Capacity - OCPU Per Hour | X | X | |
| B91128 | Oracle Big Data Service - Compute - Standard - OCPU Per Hour | X | X | |
| B91129 | Oracle Big Data Service - Compute - Dense I/O - OCPU Per Hour | X | X | |
| B91130 | Oracle Big Data Service - Compute - HPC - OCPU Per Hour | X | X | |
| B93555 | 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, TEAM Cloud 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, TEAM Cloud 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.☐

3.6.6 Oracle Cloud Guard Instance Security

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Cloud Guard Instance Security 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 |
| B108188 | Oracle Cloud Guard Instance Security Enterprise - nodes per hour | X | X | |
| B108190 | Oracle Cloud Guard Instance Security Adhoc Queries Enterprise – request | 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, TEAM Cloud 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” 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, TEAM Cloud 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 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.□

3.6.7 Oracle Cloud Infrastructure Database with PostgreSQL

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure Database with PostgreSQL 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 |
| B99060 | Oracle Cloud Infrastructure Database with PostgreSQL - X86 - OCPU Per Hour | X | | |
| B99062 | Oracle Cloud Infrastructure Database Optimized Storage - Gigabyte Storage Capacity Per Month | X | | |

Availability Service Level Agreement for Oracle Cloud Infrastructure Database with PostgreSQL for which the High Availability option is enabled

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies and the High Availability option is enabled (each a “Cloud Service with High Availability” and collectively the “Cloud Services with High Availability”), TEAM Cloud 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 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:

Monthly Uptime Percentage for Regions with more than one Availability

Domains 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% |

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 Cloud Services with High Availability:

- ☐ “Database Connection” is a direct connection established from any tool or application to the applicable Cloud Service using TEAM Cloud network services.□
- ☐ “High Availability” is a database system with two or more nodes provisioned.□
- ☐ “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 Database with PostgreSQL for which the High Availability option is not enabled

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies and the High Availability option is not enabled (i.e., the Cloud Service's database system has only a single node provisioned) (each a "Cloud Service without High Availability" and collectively the "Cloud Services without High Availability"), TEAM Cloud 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 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:

| 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 Cloud Services without High Availability:

- ☐ "Database Connection" is a direct connection established from any tool or application to the Cloud Service using TEAM Cloud network services.
- ☐ "High Availability" is a database system with two or more nodes provisioned.
- ☐ "Monthly Uptime Percentage" is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service without 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.

3.6.8 Oracle Cloud Infrastructure Identity and Access Management

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure Identity and Access 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 |
| B93493 | Oracle Cloud Infrastructure Identity and Access Management – External User | X | | |
| B93494 | Oracle Cloud Infrastructure Identity and Access Management - Oracle Apps Premium | X | | |
| B93495 | Oracle Cloud Infrastructure Identity and Access Management - Premium | X | | |

Availability Service Level Agreement

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies, TEAM Cloud 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 99.9% 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:

- ☐ "Login Error Rate" means the percentage value corresponding to: (i) the total number of internal server errors returned by the applicable Cloud Service during a login attempt to a Protected Application, 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 login attempts to a Protected Application in such five-minute period. This excludes circumstances resulting directly or indirectly from any Common Exclusion.
- ☐ "Protected Application" refers to an application that is protected by an Identity Domain (as defined in Section 4.2 (Disaster Recovery for Identity Domain)) in the Cloud Service using email/password, federation with SAML/OpenID Connect, or any other protection mechanism supported by such Cloud Service.
- ☐ "Monthly Uptime Percentage" is calculated by subtracting from 100%, the average of the Login Error Rate for each five-minute period during the applicable calendar month.

3.6.9 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 |
| B95697 | 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, TEAM Cloud 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:

- ☐ “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.□

3.6.10 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 |
| B95918 | Oracle Cloud Infrastructure - Language - Custom Inferencing - Dedicated - Inferencing Unit Hour | X | | |
| B95919 | Oracle Cloud Infrastructure - Language - Custom Training - Training Hour | X | | |
| B95920 | 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, TEAM Cloud 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:

- ☐ “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.☐

3.6.11 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 |
| B92072 | 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, TEAM Cloud 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 99.9% 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 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.☐

3.6.12 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 |
| B92941 | Oracle Cloud Infrastructure – Application Performance Monitoring Service - Tracing Data - 100,000 Events Per Hour | X | | |
| B92942 | Oracle Cloud Infrastructure – Application Performance Monitoring Service - Synthetic Usage - 10 Monitor Runs Per Hour | X | | |
| B95264 | Oracle Cloud Infrastructure – Application Performance Monitoring Service - Stack Monitoring - Standard Edition- 10 Monitored Resources Per Hour | X | | |
| B99259 | Oracle Cloud Infrastructure - Application Performance Monitoring Service - Stack Monitoring - Enterprise Edition - 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, TEAM Cloud 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.□

3.6.13 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 |
| B91961 | Oracle Cloud Infrastructure - Block Volume Storage - Gigabyte Storage Capacity Per Month | X | X | X |

| SKU | CLOUD SERVICE | TYPE OF SERVICE LEVEL AGREEMENT | | |
|---------------|---|---------------------------------|---------------|-------------|
| | | AVAILABILITY | MANAGEABILITY | PERFORMANCE |
| B91962 | 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, TEAM Cloud 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 99.9% 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 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, TEAM Cloud 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, TEAM Cloud 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 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 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 TEAM Cloud 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.□

Notwithstanding anything to the contrary, the Performance Service Level Agreement under this subsection, (1) will apply only to applicable Cloud Service which consists of raw, unformatted volumes, with iSCSI volume attachments, or para virtualized volume attachments that have (I) 16 cores or higher VMs at Ultra High Performance level, or (II) 8 cores or higher VMs at Balanced or Higher Performance level, and (2) will not apply to any Cloud Service which is configured at the Lower Cost level. For information on the performance levels for Oracle Cloud Infrastructure – Block Volume, see the Program Documentation for such Cloud Service.

3.6.14 Oracle Cloud Infrastructure - Cache with Redis

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Cache with Redis 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 |
| B98217 | Oracle Cloud Infrastructure - Cache with Redis - Low Memory - Redis Memory Gigabyte Per Hour | X | | |
| B99591 | Oracle Cloud Infrastructure - Cache with Redis - High Memory - Redis Memory Gigabyte 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, TEAM Cloud 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 99.9% 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.□

3.6.15 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) |
| B93113 | Oracle Cloud Infrastructure - Compute - Standard - E4 - OCPU Per Hour | X | X | | X |
| B93114 | 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) |
| B94176 | Oracle Cloud Infrastructure - Compute - Standard - X9 - OCPU Per Hour | X | X | | X |
| B94177 | Oracle Cloud Infrastructure - Compute - Standard - X9 - Memory - Gigabyte Per Hour | X | X | | X |
| B95909 | Oracle Cloud Infrastructure - Compute - GPU - A10 - GPU Per Hour | X | X | X | X |
| B97384 | Oracle Cloud Infrastructure - Compute - Standard - E5 - OCPU - OCPU Per Hour | X | X | | X |
| B97385 | Oracle Cloud Infrastructure - Compute - Standard - E5 - Memory - Gigabytes Per Hour | X | X | | X |

| SKU | CLOUD SERVICE | TYPE OF SERVICE LEVEL AGREEMENT | | | |
|---------------|---|---------------------------------|---------------|----------------------|-------------------------|
| | | AVAILABILITY | MANAGEABILITY | PERFORMANCE 1 (NVME) | PERFORMANCE 2 (NETWORK) |
| B98415 | Oracle Cloud Infrastructure - Compute - GPU - H100 - GPU Per Hour | X | X | X | X |

| | | | | | |
|---------------|--|---|---|---|---|
| B98202 | Oracle Cloud Infrastructure - Compute - Dense I/O - E5 OCPU - OCPU Per Hour | X | X | X | X |
| B98203 | Oracle Cloud Infrastructure - Compute - Dense I/O - E5 Memory - Gigabyte Per Hour | X | X | X | X |
| B98204 | Oracle Cloud Infrastructure - Compute - Dense I/O - E5 NVMe - NVMe Terabyte 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, TEAM Cloud 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 99.9% 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% |

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% |

Monthly Uptime Percentage for Single Instance

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 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, TEAM Cloud 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, TEAM Cloud 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 TEAM Cloud, 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, TEAM Cloud 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 Percentage (as defined below) in the calendar month for the applicable Cloud Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.□
- “Network Performance Measurement” 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.□
- “Network Performance Percentage” means the percentage value corresponding to: (i) the total number of 5-minute intervals during a calendar month in which the Network Performance Measurement for the applicable Cloud Service is less than 90% of the TEAM Cloud-published network throughput (measured in megabits per second (Mbps) or gigabits per second (Gbps)) per TEAM Cloud-provided compute instance shape, divided by (ii) the total number of 5-minute intervals in such calendar month.□

3.6.16 Oracle Cloud Infrastructure - Database Exadata and Exadata Exascale

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Database Exadata or an Oracle Cloud Infrastructure - Exadata Exascale 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 |
| B88592 | Oracle Cloud Infrastructure - Database Exadata OCPU - OCPU Per Hour | X | X | |

| | | | | |
|----------------|--|---|---|--|
| B88595 | Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - Hosted Environment Per Hour | X | X | |
| B88847 | Oracle Cloud Infrastructure - Database Exadata OCPU - BYOL - OCPU Per Hour | X | X | |
| B93380 | Exadata Cloud Infrastructure - Quarter Rack - X9M - Hosted Environment Per Hour | X | X | |
| B93381 | Exadata Cloud Infrastructure - Database Server - X9M - Hosted Environment Per Hour | X | X | |
| B93382 | Exadata Cloud Infrastructure - Storage Server - X9M - Hosted Environment Per Hour | X | X | |
| B107951 | Oracle Exadata Exascale VM Image Storage - Gigabyte (GB) Storage Capacity Per Month | X | X | |
| B107952 | Oracle Exadata Exascale Smart Database Storage - HC Media - Gigabyte (GB) Storage Capacity Per Month | X | X | |
| B109355 | Oracle Exadata Exascale RDMA Compute Infrastructure - ECPU Per Hour | X | X | |
| B109375 | Oracle Exadata Exascale Additional Flash Cache - Gigabyte (GB) 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, TEAM Cloud 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 99.9% 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 (i) none of the database compute servers of the applicable Cloud Service are able to receive a network connection, 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, TEAM Cloud 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 99.9% 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, 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.☐

3.6.17 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 |
| B93082 | Oracle Cloud Infrastructure - Database Management - External DB BYOL - Host CPU Core Per Hour | X | | |
| B93083 | Oracle Cloud Infrastructure - Database Management - External DB - Host CPU Core Per Hour | X | | |

| | | | | |
|----------------|---|---|--|--|
| B93426 | Oracle Cloud Infrastructure - Database Management - Cloud Databases - OCPU Per Hour | X | | |
| B96200 | Oracle Cloud Infrastructure - Database Management - Autonomous Databases - ECPU - ECPU Per Hour | X | | |
| B108773 | Oracle Cloud Infrastructure - SQL Watch External DB - Host CPU Core 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, TEAM Cloud 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.□

3.6.18 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 |
| B93199 | 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, TEAM Cloud 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 99.9% 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 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 TEAM Cloud network services.☐

3.6.19 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 |
| B92598 | Cloud Infrastructure - Data Integration - Workspace - Workspace Usage Per Hour | | X | |
| B92599 | Cloud Infrastructure - Data Integration - Gigabyte of Data Processed Per Hour | X | X | |
| B93306 | 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, TEAM Cloud 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, TEAM Cloud 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 - 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 |

| | | | | |
|---------------|--|---|---|--|
| B88299 | Oracle Data Integrator Cloud Service - OCPU Per Hour | X | X | |
| B88406 | 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, TEAM Cloud 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, TEAM Cloud 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.☐

3.6.21 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 |
| B91631 | 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 | |
| B91632 | Oracle Cloud Infrastructure - Data Safe for Database Cloud Service - Each | X | X | |
| B92733 | Oracle Cloud Infrastructure - Data Safe for On-Premises Databases - Target Database Per Month | X | X | |
| B92734 | 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, TEAM Cloud 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, TEAM Cloud 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.□

3.6.22 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 |
| B95279 | Media Services - Media Flow - Standard - H264 - SD - Below 30fps - Minute of Output Media Content | X | X | |
| B95280 | Media Services - Media Flow - Standard - H264 - SD - Above 30fps and Below 60fps - Minute of Output Media Content | X | X | |
| B95281 | Media Services - Media Flow - Standard - H264 - SD - Above 60fps and Below 120fps - Minute of Output Media Content | X | X | |

| SKU | CLOUD SERVICE | TYPE OF SERVICE LEVEL AGREEMENT | | |
|---------------|--|---------------------------------|---------------|-------------|
| | | AVAILABILITY | MANAGEABILITY | PERFORMANCE |
| B95282 | Media Services - Media Flow - Standard - H264 - HD - Below 30fps - Minute of Output Media Content | X | X | |
| B95283 | Media Services - Media Flow - Standard - H264 - HD - Above 30fps and Below 60fps - Minute of Output Media Content | X | X | |
| B95284 | Media Services - Media Flow - Standard - H264 - HD - Above 60fps and Below 120fps - Minute of Output Media Content | X | X | |
| B95285 | Media Services - Media Flow - Standard - H264 - 4k - Below 30fps - Minute of Output Media Content | X | X | |
| B95286 | Media Services - Media Flow - Standard - H264 - 4k - Above 30fps and Below 60fps - Minute of Output Media Content | X | X | |
| B95287 | Media Services - Media Flow - Standard - H264 - 4k - Above 60fps and Below 120fps - Minute of Output Media Content | X | X | |
| B95288 | Media Services - Media Flow - Standard - VP8 - SD - Below 30fps - Minute of Output Media Content | X | X | |
| B95289 | Media Services - Media Flow - Standard - VP8 - SD - Above 30fps and Below 60fps - Minute of Output Media Content | X | X | |
| B95290 | Media Services - Media Flow - Standard - VP8 - SD - Above 60fps and Below 120fps - Minute of Output Media Content | X | X | |
| B95291 | Media Services - Media Flow - Standard - VP8 - HD - Below 30fps - Minute of Output Media Content | X | X | |
| B95292 | Media Services - Media Flow - Standard - VP8 - HD - Above 30fps and Below 60fps - Minute of Output Media Content | X | X | |

| SKU | CLOUD SERVICE | TYPE OF SERVICE LEVEL AGREEMENT | | |
|---------------|---|---------------------------------|---------------|-------------|
| | | AVAILABILITY | MANAGEABILITY | PERFORMANCE |
| B95293 | Media Services - Media Flow - Standard - VP8 - HD - Above 60fps and Below 120fps - Minute of Output Media Content | X | X | |
| B95294 | Media Services - Media Flow - Standard - VP8 - 4k - Below 30fps - Minute of Output Media Content | X | X | |
| B95295 | Media Services - Media Flow - Standard - VP8 - 4k - Above 30fps and Below 60fps - Minute of Output Media Content | X | X | |
| B95296 | Media Services - Media Flow - Standard - VP8 - 4k - Above 60fps and Below 120fps - Minute of Output Media Content | X | X | |
| B95297 | Media Services - Media Flow - Standard - H265VP9 - SD - Below 30fps - Minute of Output Media Content | X | X | |
| B95298 | Media Services - Media Flow - Standard - H265VP9 - SD - Above 30fps and Below 60fps - Minute of Output Media Content | X | X | |
| B95299 | Media Services - Media Flow - Standard - H265VP9 - SD - Above 60fps and Below 120fps - Minute of Output Media Content | X | X | |
| B95300 | Media Services - Media Flow - Standard - H265VP9 - HD - Below 30fps - Minute of Output Media Content | X | X | |
| B95301 | Media Services - Media Flow - Standard - H265VP9 - HD - Above 30fps and Below 60fps - Minute of Output Media Content | X | X | |
| B95302 | Media Services - Media Flow - Standard - H265VP9 - HD - Above 60fps and Below 120fps - Minute of Output Media Content | X | X | |
| B95303 | Media Services - Media Flow - Standard - H265VP9 - 4k - Below 30fps - Minute of Output Media Content | X | X | |

| SKU | CLOUD SERVICE | TYPE OF SERVICE LEVEL AGREEMENT | | |
|---------------|---|---------------------------------|---------------|-------------|
| | | AVAILABILITY | MANAGEABILITY | PERFORMANCE |
| B95304 | Media Services - Media Flow - Standard - H265VP9 - 4k - Above 30fps and Below 60fps - Minute of Output Media Content | X | X | |
| B95305 | Media Services - Media Flow - Standard - H265VP9 - 4k - Above 60fps and Below 120fps - Minute of Output Media Content | X | X | |
| B95306 | Media Services - Media Flow - Speed - H264 - SD - Below 30fps - Minute of Output Media Content | X | X | |
| B95307 | Media Services - Media Flow - Speed - H264 - SD - Above 30fps and Below 60fps - Minute of Output Media Content | X | X | |
| B95308 | Media Services - Media Flow - Speed - H264 - SD - Above 60fps and Below 120fps - Minute of Output Media Content | X | X | |
| B95309 | Media Services - Media Flow - Speed - H264 - HD - Below 30fps - Minute of Output Media Content | X | X | |
| B95310 | Media Services - Media Flow - Speed - H264 - HD - Above 30fps and Below 60fps - Minute of Output Media Content | X | X | |
| B95311 | Media Services - Media Flow - Speed - H264 - HD - Above 60fps and Below 120fps - Minute of Output Media Content | X | X | |
| B95312 | Media Services - Media Flow - Speed - H264 - 4k - Below 30fps - Minute of Output Media Content | X | X | |
| B95313 | Media Services - Media Flow - Speed - H264 - 4k - Above 30fps and Below 60fps - Minute of Output Media Content | X | X | |

| | | | | |
|---------------|---|---|---|--|
| B95314 | Media Services - Media Flow - Speed - H264 - 4k - Above 60fps and Below 120fps - Minute of Output Media Content | X | X | |
|---------------|---|---|---|--|

| SKU | CLOUD SERVICE | TYPE OF SERVICE LEVEL AGREEMENT | | |
|---------------|--|---------------------------------|---------------|-------------|
| | | AVAILABILITY | MANAGEABILITY | PERFORMANCE |
| B95315 | Media Services - Media Flow - Speed - VP8 - SD - Below 30fps - Minute of Output Media Content | X | X | |
| B95316 | Media Services - Media Flow - Speed - VP8 - SD - Above 30fps and Below 60fps - Minute of Output Media Content | X | X | |
| B95317 | Media Services - Media Flow - Speed - VP8 - SD - Above 60fps and Below 120fps - Minute of Output Media Content | X | X | |
| B95318 | Media Services - Media Flow - Speed - VP8 - HD - Below 30fps - Minute of Output Media Content | X | X | |
| B95319 | Media Services - Media Flow - Speed - VP8 - HD - Above 30fps and Below 60fps - Minute of Output Media Content | X | X | |
| B95320 | Media Services - Media Flow - Speed - VP8 - HD - Above 60fps and Below 120fps - Minute of Output Media Content | X | X | |
| B95321 | Media Services - Media Flow - Speed - VP8 - 4k - Below 30fps - Minute of Output Media Content | X | X | |
| B95322 | Media Services - Media Flow - Speed - VP8 - 4k - Above 30fps and Below 60fps - Minute of Output Media Content | X | X | |
| B95323 | Media Services - Media Flow - Speed - VP8 - 4k - Above 60fps and Below 120fps - Minute of Output Media Content | X | X | |

| | | | | |
|---------------|---|---|---|--|
| B95324 | Media Services - Media Flow - Speed – H265VP9 - SD - Below 30fps - Minute of Output Media Content | X | X | |
| B95325 | Media Services - Media Flow - Speed - H265VP9 - SD - Above 30fps and Below 60fps - Minute of Output Media Content | X | X | |

| SKU | CLOUD SERVICE | TYPE OF SERVICE LEVEL AGREEMENT | | |
|---------------|--|---------------------------------|---------------|-------------|
| | | AVAILABILITY | MANAGEABILITY | PERFORMANCE |
| B95326 | Media Services - Media Flow - Speed - H265VP9 - SD - Above 60fps and Below 120fps - Minute of Output Media Content | X | X | |
| B95327 | Media Services - Media Flow - Speed - H265VP9 - HD - Below 30fps - Minute of Output Media Content | X | X | |
| B95328 | Media Services - Media Flow - Speed - H265VP9 - HD - Above 30fps and Below 60fps - Minute of Output Media Content | X | X | |
| B95329 | Media Services - Media Flow - Speed - H265VP9 - HD - Above 60fps and Below 120fps - Minute of Output Media Content | X | X | |
| B95330 | Media Services - Media Flow - Speed - H265VP9 - 4k - Below 30fps - Minute of Output Media Content | X | X | |
| B95331 | Media Services - Media Flow - Speed - H265VP9 - 4k - Above 30fps and Below 60fps - Minute of Output Media Content | X | X | |
| B95332 | Media Services - Media Flow - Speed - H265VP9 - 4k - Above 60fps and Below 120fps - Minute of Output Media Content | X | X | |
| B95333 | Media Services - Media Flow - Quality - H264 - SD - Below 30fps - Minute of Output Media Content | X | X | |
| B95334 | Media Services - Media Flow - Quality - H264 - SD - Above 30fps and Below 60fps - Minute of Output Media Content | X | X | |

| | | | | |
|---------------|---|---|---|--|
| B95335 | Media Services - Media Flow - Quality - H264 - SD - Above 60fps and Below 120fps - Minute of Output Media Content | X | X | |
| B95336 | Media Services - Media Flow - Quality - H264 - HD - Below 30fps - Minute of Output Media Content | X | X | |

| SKU | CLOUD SERVICE | TYPE OF SERVICE LEVEL AGREEMENT | | |
|---------------|---|---------------------------------|---------------|-------------|
| | | AVAILABILITY | MANAGEABILITY | PERFORMANCE |
| B95337 | Media Services - Media Flow - Quality - H264 - HD - Above 30fps and Below 60fps - Minute of Output Media Content | X | X | |
| B95338 | Media Services - Media Flow - Quality - H264 - HD - Above 60fps and Below 120fps - Minute of Output Media Content | X | X | |
| B95339 | Media Services - Media Flow - Quality - H264 - 4k - Below 30fps - Minute of Output Media Content | X | X | |
| B95340 | Media Services - Media Flow - Quality - H264 - 4k - Above 30fps and Below 60fps - Minute of Output Media Content | X | X | |
| B95341 | Media Services - Media Flow - Quality - H264 - 4k - Above 60fps and Below 120fps - Minute of Output Media Content | X | X | |
| B95342 | Media Services - Media Flow - Quality - VP8 - SD - Below 30fps - Minute of Output Media Content | X | X | |
| B95343 | Media Services - Media Flow - Quality - VP8 - SD - Above 30fps and Below 60fps - Minute of Output Media Content | X | X | |
| B95344 | Media Services - Media Flow - Quality - VP8 - SD - Above 60fps and Below 120fps - Minute of Output Media Content | X | X | |

| | | | | |
|---------------|--|---|---|--|
| B95345 | Media Services - Media Flow - Quality - VP8 - HD - Below 30fps - Minute of Output Media Content | X | X | |
| B95346 | Media Services - Media Flow - Quality - VP8 - HD - Above 30fps and Below 60fps - Minute of Output Media Content | X | X | |
| B95347 | Media Services - Media Flow - Quality - VP8 - HD - Above 60fps and Below 120fps - Minute of Output Media Content | X | X | |

| SKU | CLOUD SERVICE | TYPE OF SERVICE LEVEL AGREEMENT | | |
|---------------|--|---------------------------------|---------------|-------------|
| | | AVAILABILITY | MANAGEABILITY | PERFORMANCE |
| B95348 | Media Services - Media Flow - Quality - VP8 - 4k - Below 30fps - Minute of Output Media Content | X | X | |
| B95349 | Media Services - Media Flow - Quality - VP8 - 4k - Above 30fps and Below 60fps - Minute of Output Media Content | X | X | |
| B95350 | Media Services - Media Flow - Quality - VP8 - 4k - Above 60fps and Below 120fps - Minute of Output Media Content | X | X | |
| B95351 | Media Services - Media Flow - Quality – H265VP9 - SD - Below 30fps - Minute of Output Media Content | X | X | |
| B95352 | Media Services - Media Flow - Quality - H265VP9 - SD - Above 30fps and Below 60fps - Minute of Output Media Content | X | X | |
| B95353 | Media Services - Media Flow - Quality - H265VP9 - SD - Above 60fps and Below 120fps - Minute of Output Media Content | X | X | |
| B95354 | Media Services - Media Flow - Quality - H265VP9 - HD - Below 30fps - Minute of Output Media Content | X | X | |
| B95355 | Media Services - Media Flow - Quality - H265VP9 - HD - Above 30fps and Below 60fps - Minute of Output Media Content | X | X | |

| | | | | |
|---------------|--|---|---|--|
| B95356 | Media Services - Media Flow - Quality - H265VP9 - HD - Above 60fps and Below 120fps - Minute of Output Media Content | X | X | |
| B95357 | Media Services - Media Flow - Quality - H265VP9 - 4k - Below 30fps - Minute of Output Media Content | X | X | |
| B95358 | Media Services - Media Flow - Quality - H265VP9 - 4k - Above 30fps and Below 60fps - Minute of Output Media Content | X | X | |

| SKU | CLOUD SERVICE | TYPE OF SERVICE LEVEL AGREEMENT | | |
|---------------|--|---------------------------------|---------------|-------------|
| | | AVAILABILITY | MANAGEABILITY | PERFORMANCE |
| B95359 | Media Services - Media Flow - Quality - H265VP9 - 4k - Above 60fps and Below 120fps - Minute of Output Media Content | X | X | |
| B95375 | 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, TEAM Cloud 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.□

Manageability Service Level Agreement

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, TEAM Cloud 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.□

3.6.23 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 |
| B88525 | Oracle Cloud Infrastructure - DNS - 1,000,000 Queries | X | | |
| B90327 | 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, TEAM Cloud 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 99.9% 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).☐
- ☐ “Oracle DNS Nameserver” is a group of Oracle controlled systems (servers, hardware, and associated software) that are responsible for responding to DNS queries in TEAM Cloud’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.☐

☐

☐

3.6.24 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 |
| B97193 | Oracle Cloud Infrastructure - Document Understanding - Custom Document Properties - 1,000 Transactions | X | | |
| B97194 | Oracle Cloud Infrastructure - Document Understanding - Custom 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, TEAM Cloud 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.□

3.6.25 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 |
| B88523 | 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, TEAM Cloud 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.□

3.6.26 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 |
| B88325 | Oracle Cloud Infrastructure - FastConnect 1 Gbps - Port Hour | X | | |
| B88326 | Oracle Cloud Infrastructure - FastConnect 10 Gbps - Port Hour | X | | |
| B93126 | 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, TEAM Cloud 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 TEAM Cloud 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 TEAM Cloud’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).

3.6.27 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 |
| B89057 | Oracle Cloud Infrastructure - File 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, TEAM Cloud 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 99.9% 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).☐
- ☐ "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, TEAM Cloud 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 - 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, TEAM Cloud 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.□

3.6.29 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 |
| B90617 | Oracle Functions - Execution Time - 10,000 Gigabyte Memory-Seconds | X | | |
| B90618 | 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, TEAM Cloud 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 99.9% 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:

- ☐ “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.□

3.6.30 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 |
| B92992 | Oracle Cloud Infrastructure - GoldenGate - OCPU Per Hour | X | | |
| B92993 | 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, TEAM Cloud 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 99.9% 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:

- ☐ "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.□

3.6.31 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 |
| B90323 | Oracle Cloud Infrastructure - Health Checks - Basic - Endpoints Per Month | X | | |
| B90325 | 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, TEAM Cloud 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 99.9% 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 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.☐

3.6.32 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 |

| | | | | |
|---------------|---|---|--|--|
| B93001 | 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, TEAM Cloud 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 99.9% 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.☐

3.6.33 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 |
| B90328 | Oracle Cloud Infrastructure - Key Management - Virtual Private Vault Per Hour | X | | |
| B92092 | Oracle Cloud Infrastructure - Key Management - Vault - Key Version per Month | X | | |
| B98100 | Oracle Cloud Infrastructure - External Key Management - Key Version Per Month | X | | |

| | | | | |
|---------------|---|---|--|--|
| B99597 | Oracle Cloud Infrastructure - Dedicated Key Management - (Minimum 3 HSM Partitions) - HSM Partition 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, TEAM Cloud 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.☐

3.6.34 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 |
| B93030 | Oracle Cloud Infrastructure - Load Balancer Base - Load Balancer Hour | X | | |
| B93031 | 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, TEAM Cloud 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 99.9% 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 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.☐

3.6.35 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 |
| B92593 | 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, TEAM Cloud 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.☐

3.6.36 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 |
| B95634 | 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, TEAM Cloud 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.☐

3.6.37 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 |
| B90925 | Oracle Cloud Infrastructure - Monitoring - Ingestion - Million Datapoints | X | | |
| B90926 | 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, TEAM Cloud 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.□

3.6.38 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 |
| B92426 | Oracle Cloud Infrastructure - MySQL Database - Storage - Gigabyte Storage Capacity Per Month | X | X | |
| B92483 | Oracle Cloud Infrastructure - MySQL Database - Backup Storage - Gigabyte Storage Capacity Per Month | X | X | |

| SKU | CLOUD SERVICE | TYPE OF SERVICE LEVEL AGREEMENT | | |
|-----|---------------|---------------------------------|---------------|-------------|
| | | AVAILABILITY | MANAGEABILITY | PERFORMANCE |

| | | | | |
|----------------|---|---|---|--|
| B92024 | Oracle Cloud Infrastructure – MySQL Database for HeatWave – Standard – Node Per Hour | X | X | |
| B93546 | Oracle Cloud Infrastructure – MySQL Database for HeatWave – Bare Metal – Standard – Node Per Hour | X | X | |
| B96625 | Oracle Cloud Infrastructure - HeatWave - Storage - Gigabyte Storage Capacity Per Month | | X | |
| B96626 | Oracle Cloud Infrastructure - HeatWave - HeatWave Capacity Per Hour | | X | |
| B95435 | MySQL Database - Standard - AMD E4 - Compute - OCPU Per Hour | X | X | |
| B95436 | MySQL Database - Standard - AMD E4 - Memory - Gigabyte Per Hour | X | X | |
| B95439 | MySQL Database - Standard - Intel X9 - Compute - OCPU Per Hour | X | X | |
| B95440 | MySQL Database - Standard - Intel X9 - Memory - Gigabyte Per Hour | X | X | |
| B95441 | MySQL Database - Optimized - Intel X9 - Compute - OCPU Per Hour | X | X | |
| B95442 | MySQL Database - Optimized - Intel X9 - Memory - Gigabyte Per Hour | X | X | |
| B108030 | MySQL Database - ECPU - ECPU 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 the High Availability option is enabled (each a “Cloud Service with High Availability” and collectively the “Cloud Services with High Availability”), TEAM Cloud 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 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:

Monthly Uptime Percentage for Regions with more than one Availability Domains

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% |

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 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.□
- ☐ "High Availability" is a database system with three or more instances provisioned.□
- ☐ "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

With respect to a Cloud Service listed above for which the Availability Service Level Agreement under this subsection applies and the High Availability option is not enabled (i.e., the Cloud Service's database system has only one or two instances provisioned) (each a "Cloud Service without High Availability" and collectively the "Cloud Services without High Availability"), TEAM Cloud 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 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:

| 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 Cloud Services without High Availability:

- ☐ "Database Connection" is a direct connection established from any tool or application to the applicable Cloud Service using Oracle network services.□
- ☐ "High Availability" is a database system with three or more instances provisioned.□
- ☐ "Monthly Uptime Percentage" is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Cloud Service without 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, TEAM Cloud 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.□

3.6.39 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 |
| B95403 | Oracle Cloud Infrastructure - Network Firewall Instance - Instance Per Hour | X | | |
| B95404 | 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, TEAM Cloud 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 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.☐

3.6.40 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 |
| B90940 | Oracle Cloud Infrastructure - Notifications - HTTPS Delivery - Million Delivery Operations | X | | |
| B90941 | Oracle Cloud Infrastructure - Notifications - Email Delivery - 1,000 Emails Sent | X | | |
| B93004 | Oracle Cloud Infrastructure - Notifications - SMS Outbound to Country Zone 1 - 1 SMS Message Sent | X | | |
| B93005 | Oracle Cloud Infrastructure – Notifications - SMS Outbound to Country Zone 2 - 1 SMS Message Sent | X | | |
| B93006 | Oracle Cloud Infrastructure - Notifications - SMS Outbound to Country Zone 3 - 1 SMS Message Sent | X | | |

| | | | | |
|---------------|---|---|--|--|
| B93007 | Oracle Cloud Infrastructure - Notifications - SMS Outbound to Country Zone 4 - 1 SMS Message Sent | X | | |
| B93008 | 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, TEAM Cloud 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.

3.6.41 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 |
| B91627 | Oracle Cloud Infrastructure - Object Storage - Requests - 10,000 Requests per Month | X | | |

| | | | | |
|---------------|--|---|--|--|
| B91628 | Oracle Cloud Infrastructure - Object Storage - 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, TEAM Cloud 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.□

3.6.42 Oracle Cloud Infrastructure - Ops Insights

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure – Ops 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 |
| B92890 | Oracle Cloud Infrastructure Ops Insights for External Oracle Databases and Host - Host CPU Core Per Hour | X | | |
| B93705 | Oracle Cloud Infrastructure Ops Insights for Warehouse - Extract - Gigabyte Per Month | X | | |
| B93706 | Oracle Cloud Infrastructure Ops Insights for Warehouse - Instance - OCPU Per Hour | X | | |

| | | | | |
|---------------|---|---|--|--|
| B92889 | Oracle Cloud Infrastructure Ops Insights for Cloud Databases- OCPU Per Hour | X | | |
| B96199 | Oracle Cloud Infrastructure Ops Insights for Oracle Autonomous | X | | |

| SKU | CLOUD SERVICE | TYPE OF SERVICE LEVEL AGREEMENT | | |
|---------------|---|---------------------------------|---------------|-------------|
| | | AVAILABILITY | MANAGEABILITY | PERFORMANCE |
| | Databases - Basic - ECPU Per Hour | | | |
| B97140 | Oracle Cloud Infrastructure Ops Insights for Oracle Autonomous Databases - Full - 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, TEAM Cloud 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.□

3.6.43 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 |
| B88327 | Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in North America, Europe, and UK - Gigabyte Outbound Data Transfer Per Month | X | | |
| B93455 | Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in APAC, Japan, and South America - Gigabyte Outbound Data Transfer Per Month | X | | |
| B93456 | 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, TEAM Cloud 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 99.9% 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:

- ☐ “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.☐

☐

3.6.44 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 |
| B95504 | Oracle Cloud Infrastructure Process Automation - User - Active Process User Per Hour | X | X | |
| B95505 | 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, TEAM Cloud 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, TEAM Cloud 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.☐

3.6.45 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 |
| B93709 | 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, TEAM Cloud 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 99.9% 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.☐

3.6.46 Oracle Cloud Infrastructure - Secure Desktops

The following table indicates which types of Service Level Agreements are applicable to an Oracle Cloud Infrastructure - Secure Desktops 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 |
| B95518 | Oracle Cloud Infrastructure – Secure Desktops – Desktop 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, TEAM Cloud 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 99.9% 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.☐

Manageability Service Level Agreement

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, TEAM Cloud 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.□

3.6.47 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 |
| B94896 | 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, TEAM Cloud 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.□

3.6.48 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 |

| | | | | |
|---------------|--|---|--|--|
| B90938 | Oracle Cloud Infrastructure - Streaming - PUT or GET - Gigabytes of Data Transferred | X | | |
| B90939 | 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, TEAM Cloud 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.

3.6.49 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 |
| B94579 | Oracle Cloud Infrastructure- Web Application Firewall- Instance- Instance Per Month | X | | |
| B94277 | 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, TEAM Cloud 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 99.9% 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 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.☐

3.6.50 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 |
| B91346 | Oracle WebLogic Server Enterprise Edition for Oracle Cloud Infrastructure - OCPU Per Hour | | X | |
| B91347 | 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, TEAM Cloud 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.

3.6.51 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 |
| B92386 | Oracle Cloud VMware Solution - OCPU Per Hour | X | | |
| B93288 | Oracle Cloud VMware Solution - BM.DenseIO2.52 - Hourly Commit - OCPU Per Hour | X | | |
| B93289 | Oracle Cloud VMware Solution - BM.DenseIO2.52 - 1 Year Commit - OCPU Per Hour | X | | |
| B93290 | Oracle Cloud VMware Solution - BM.DenseIO2.52 - 3 Year Commit - OCPU Per Hour | X | | |

| SKU | CLOUD SERVICE | TYPE OF SERVICE LEVEL AGREEMENT | | |
|---------------|---|---------------------------------|---------------|-------------|
| | | AVAILABILITY | MANAGEABILITY | PERFORMANCE |
| B97108 | Oracle Cloud VMware Solution - Base – BM.Standard.E4.32 - Hourly Commit - Node Per Hour | X | | |
| B97109 | Oracle Cloud VMware Solution - Base - BM.Standard.E4.32 - 1 Year Commit - Node Per Hour | X | | |

| | | | | |
|----------------|---|---|--|--|
| B97110 | Oracle Cloud VMWare Solution - Base - BM.Standard.E4.32 - 3 Year Commit - Node Per Hour | X | | |
| B97111 | Oracle Cloud VMWare Solution - Expansion - Hourly Commit - OCPU Per Hour | X | | |
| B97112 | Oracle Cloud VMWare Solution - Expansion - 1 Year Commit - OCPU Per Hour | X | | |
| B97113 | Oracle Cloud VMWare Solution - Expansion - 3 Year Commit - OCPU Per Hour | X | | |
| B108809 | Oracle Cloud VMWare Solution - Base - BM.Standard.E5.48 - Hourly Commit - Node Per Hour | X | | |

| SKU | CLOUD SERVICE | TYPE OF SERVICE LEVEL AGREEMENT | | |
|----------------|---|---------------------------------|---------------|-------------|
| | | AVAILABILITY | MANAGEABILITY | PERFORMANCE |
| B108810 | Oracle Cloud VMWare Solution - Base - BM.Standard.E5.48 - 1 Year Commit - Node Per Hour | X | | |
| B108811 | Oracle Cloud VMWare Solution - Base - BM.Standard.E5.48 - 3 Year Commit - 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, TEAM Cloud 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 99.9% 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 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” 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).

3.6.52 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 |
| B92637 | Oracle Content Management - BYOL - 5,000 Assets Per Month | X | | |
| B91210 | Oracle Content Management - 5000 Assets Per Month | X | | |
| B91211 | Oracle Content Management - Outbound Data Transfer - Gigabyte Outbound Data Transfer Per Month | X | | |
| B92217 | Oracle Content Management - Advanced Video Management - 250 Video Assets per Month | X | | |
| B93411 | Oracle Content Management - Starter Edition - 5000 Assets Per Month | X | | |
| B95422 | Oracle Content Management - Video Creation Platform - Video Pack (500 Videos - 500 GB) Per Month | X | | |
| B96502 | Oracle Content Management - Advanced Hosting - Instance Per Month | X | | |

| | | | | |
|---------------|--|---|--|--|
| B97408 | Oracle Content Management - Sales Accelerator Suite - 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, TEAM Cloud 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 Content Management web user interface, or (ii) Oracle Content Management REST APIs. This excludes circumstances resulting directly or indirectly from any Common Exclusion.☐

3.6.53 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 |
| B95240 | Oracle Database Autonomous Recovery Service | X | | |
| B95241 | 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, TEAM Cloud 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 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.☐

3.6.54 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 |
| B90230 | Oracle Database Backup Cloud - Object Storage - Gigabyte Storage Capacity Per Month | X | | |
| B90231 | 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, TEAM Cloud 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 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.□

3.6.55 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 |
| B90260 | 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, TEAM Cloud 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 99.9% 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 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.□

3.6.56 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 |
| B89639 | Oracle Integration Cloud Service - Standard - 5K Messages Per Hour | X | X | |
| B89640 | Oracle Integration Cloud Service - Enterprise - 5K Messages Per Hour | X | X | |
| B89643 | Oracle Integration Cloud Service - Standard - BYOL - 20K Messages Per Hour | X | X | |
| B89644 | 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, TEAM Cloud 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, TEAM Cloud 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 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.

3.6.57 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 |
| B88287 | Oracle Java Cloud Service - Enterprise - OCPU Per Hour | X | X | |
| B88288 | Oracle Java Cloud Service - Standard - OCPU Per Hour | X | X | |
| B88289 | Oracle Java Cloud Service - High Performance - OCPU Per Hour | X | X | |
| B88399 | Oracle Java Cloud Service - Enterprise - BYOL - OCPU Per Hour | X | X | |
| B88400 | Oracle Java Cloud Service - High Performance - BYOL - OCPU Per Hour | X | X | |

| SKU | CLOUD SERVICE | TYPE OF SERVICE LEVEL AGREEMENT | | |
|--------|---|---------------------------------|---------------|-------------|
| | | AVAILABILITY | MANAGEABILITY | PERFORMANCE |
| B88844 | 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, TEAM Cloud 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, TEAM Cloud 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.☐

3.6.58 Oracle Kubernetes Engine

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

| | TYPE OF SERVICE LEVEL AGREEMENT |
|--|---------------------------------|
|--|---------------------------------|

| SKU | CLOUD SERVICE | AVAILABILITY | MANAGEABILITY | PERFORMANCE |
|--------|---|--------------|---------------|-------------|
| B96545 | Oracle Kubernetes Engine - 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, TEAM Cloud 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 99.9% 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% |

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.□

3.6.59 Oracle Kubernetes Engine - Virtual Node

The following table indicates which types of Service Level Agreements are applicable to an Oracle Kubernetes Engine - 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 |
| B96109 | Oracle Kubernetes Engine - 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, TEAM Cloud 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 99.9% 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% |

| 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).

3.6.60 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 |
| B90304 | 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, TEAM Cloud 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

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 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.☐

3.6.61 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 |
| B89737 | Oracle NoSQL Database Cloud Service - Write - Write Unit Per Month | X | X | |
| B89738 | Oracle NoSQL Database Cloud Service - Read - Read Unit Per Month | X | X | |
| B89739 | Oracle NoSQL Database Cloud Service - Storage - Gigabyte Storage Capacity Per Month | X | X | |
| B93710 | Oracle NoSQL Database Cloud - Write - Auto - Write Unit Per Month | X | X | |
| B93711 | Oracle NoSQL Database Cloud - Read - Auto - Read Unit Per Month | X | X | |
| B93712 | 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, TEAM Cloud 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 99.9% 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.☐

Manageability Service Level Agreement

With respect to a Cloud Service listed above for which the Manageability Service Level Agreement under this subsection applies, TEAM Cloud 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 99.9% 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 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 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 |
| B88160 | Oracle SOA Suite Cloud Service - B2B Adapter for EDI - OCPU per Hour | X | X | |

| SKU | CLOUD SERVICE | TYPE OF SERVICE LEVEL AGREEMENT | | |
|---------------|---|---------------------------------|---------------|-------------|
| | | AVAILABILITY | MANAGEABILITY | PERFORMANCE |
| B88407 | Oracle SOA Suite Cloud Service - BYOL - OCPU Per Hour | X | X | |
| B88460 | Oracle SOA Suite Cloud Service - OCPU Per Hour | X | X | |
| B92450 | Oracle SOA Suite for Oracle Cloud Infrastructure - OCPU per Hour | X | X | |
| B92451 | 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, TEAM Cloud 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, TEAM Cloud 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.□

3.6.63 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 |
| B96582 | Oracle Tuxedo for Oracle Cloud Infrastructure - OCPU Per Hour | | X | |
| B96583 | Oracle Tuxedo Enterprise Edition for Oracle Cloud Infrastructure - OCPU Per Hour | | X | |
| B96584 | Oracle Tuxedo Mainframe Modernization Runtimes 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, TEAM Cloud 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.□

3.6.64 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 |
| B89646 | Oracle Visual Builder Cloud Service - OCPU Per Hour | X | X | |
| B90203 | 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, TEAM Cloud 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, TEAM Cloud 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.□

3.6.65 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, TEAM Cloud 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 analyse 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 TEAM Cloud Services are documented on <https://support.teamcloud.nz>.

4.1 Service Change Notification

For clarity, with respect to orders of TEAM Cloud Universal Credits for PaaS and IaaS, the notification requirement under section 4.2.2 of the *TEAM Cloud Hosting and Delivery Policies*, applies only to Cloud Services that You have actually deployed using the application of such TEAM Cloud Universal Credits or pursuant to the TEAM Cloud Funded Allocation Model, as applicable.