

CONTRACTS

DATABASE CLOUD - ORACLE EXADATA POLICY

February 04, 2019

This Policy supplements and provides additional terms and conditions that govern the customer's use of the "Database Cloud: Oracle Exadata", as described in the relevant Equinix Business Proposal. Any terms not defined in this document are defined in the Equinix Commercial Proposal, MCA, or other similar document.

1. Product Description

The Database Cloud: Oracle Exadata product consists in providing reserved computational capabilities to support isolated secure environments, ensuring availability, scalability and redundancy.

The Database Cloud: Oracle Exadata service is delivered through set flavors, which use the main computation capabilities described in section 3 of this document. Each service will be provided through a monthly recurring charge (MRC) and a non-recurring (NRC) installation fee. The Customer's MRC increases as new computer resources are added. The NRC includes the basic provisioning of the instance, as detailed in section 2 of this document.

The benefits provided by the product are:

- The databases used in the infrastructure of the Database Cloud: Oracle Exadata service are compatible with the databases used in an On-Premises environment, facilitating the database migration to a public cloud.
- Increased performance, quick deployment, simplified management, and better optimization of resources such as data compression possibility.
- The Database Cloud: Oracle Exadata product offers computational capabilities for all types of database workloads, supporting OLTP (Online Transaction Processing) transactions, DW (Data Warehousing), In-Memory Analytics and variable workloads.
- The product uses the Oracle Exadata infrastructure, with integrated hardware and software, and unique protocols to support database workloads.
- The Database Cloud: Oracle Exadata will support applications that require low latency or Throughput of a local LAN, supported by the connectivity infrastructure available at Equinix Brazil's IBX datacenters.
- The Database Cloud: Oracle Exadata product will provide Enterprise database licensing and additional options offered by Oracle. The options (functionalities) will be made available in accordance with the contracted mode, as described in section 6 of this document.

Product installation

Equinix Brazil is responsible for the initial logic installation of the instance, as the hired by customer, with the pertinent non-recurring costs (NRC). Service installation includes:

- Basic configuration to create the instance.
- Enable functionalities available in each mode

The customer will receive access to the instance at that time, and from then on, Equinix Brazil will not be responsible for the configuration, installation, operation, technical support and administration of the environment configured in the product that is used by the customer.

All of the functionalities available in the service will be enabled upon activation of the Database Cloud: Oracle Exadata service and, if the customer chooses to enable or disable a functionality, he must hire the additional services listed in section 2 of this document. The customer should consult the account manager in charge regarding availability and delivery deadlines.

Basic Support

Equinix Brazil offers 24x7x365 support for the Database Cloud: Oracle Exadata service. The Basic Technical Support covered in the product offered by Equinix Brazil is detailed below, which may be ordered at no additional charge:

- Product information
- Investigate and solve product failure
- Create pluggable database (PDB)
- Create/change tablespaces
- Capacity report

Additional Support

Equinix Brazil offers Additional Technical Support not included in the Database Cloud: Oracle Exadata service, according to the technology supported. All services are described in the document entitled Equinix Service Catalog. These can be requested via Customer Portal and will be charged separately as Technical Hours, as a Non-Recurring Charge (NRC).

Restrictions

The Database Cloud: Oracle Exadata product has the following restrictions:

- BYOL (Bring Your Own License) is not allowed for Database licenses and additional functionalities offered by the Oracle provider
- Integration with any third party Storage solution is not allowed
- Equinix Brazil is not responsible for the database management features, and it shall not be liable for any damage that their malfunction may cause the customer or related third parties
- Access to the base operating system and product infrastructure is exclusive to Equinix Brazil
- Equinix Brazil has no material capability to access the customer's data or content

2. Customer Responsibilities

The customer shall: (i) provide and keep updated, 24x7x365, the email address and phone number of the main point of contact and of an operational contact; (ii) hire at least 1 (one) Service Infrastructure Port product to provide connectivity to the infrastructure of the Database Cloud: Oracle Exadata product; (iii) provide all materials, equipment or facilities needed to use the Database Cloud: Oracle Exadata products, and be responsible for all of the Customer's equipment, software, services, and components not supplied by Equinix, including selection, use compatibility, monitoring and troubleshooting; (iv) provide all the necessary information during product activation; (v) provide information about the end customer, if the Database Cloud product will be used for resale; (vi) control and manage access, users, and instance passwords; (vii) the customer shall have 48 (forty-eight) business hours, from the time the message is sent by Equinix Brazil, to report any failure or defect in the service activation. After such period, if the Customer has not expressed otherwise, the services shall be considered fully enabled with retroactive billing from the date the enablement communication was sent.

3. Service Level Agreement (SLA)

The purpose of this Service Level Agreement (SLA) is to set measurable performance levels for the Database Cloud: Oracle Exadata product and specify the discount available to the customer, in the event Equinix Brazil is unable to achieve those levels.

The SLA is met if each instance is available for access 99.50% of the time for Start and Mid Packs and 99.95% of the time for Full Pack within the billing month ("SLA Threshold"). The customer shall be entitled to the credits listed in the table below, as the only and exclusive discount for any failure to comply with the SLA Threshold.

product results in a failure to access the customer's instance, measured from when Equinix receives the Customer's notification of the incident or its actual start, mutually agreed between the parties,

Services	Maximum time for crash recovery (contract month)	MRC credit for each instance
Start and Mid Packs	3 hours and 40 minutes	Discount equivalent to 1 (one) day of service. Discounts equivalent to 1 (one) hour of service for each outage period of 15 (fifteen) minutes following the maximum agreed time.
Full Pack	21 minutes	

For the purpose of this SLA, and subject to the final paragraph of this section, "Unavailability" is defined as the length of time that a failure of any component of the Database Cloud: Oracle Exadata until the time the service is no longer unavailable, as confirmed by Equinix Brazil.

The maximum credit that Equinix Brazil will issue for each billing period is one (1) monthly MRC for each instance directly impacted by outages. The Customer must report unavailability and request a credit by contacting the Equinix Service Desk. Equinix may investigate and isolate the cause of unavailability during parsing of the request.

The SLA shall not apply (and Equinix will have no responsibility) if Unavailability: (a) is caused by circumstances beyond Equinix's reasonable control; (b) occurs during a scheduled maintenance window. Equinix will ideally notify the Customer at least 15 (fifteen) days prior to any maintenance window, and at least 48 hours prior to imminent situations, and will make reasonable operational efforts to minimize the duration and impact of maintenance windows.

During scheduled routine maintenance, the customer's equipment and/or Equinix Brazil's equipment may be prevented from transmitting and/or receiving data for the time that is takes to resolve the situation and the customer may be prevented from accessing them, without such event generating any liability to Equinix Brazil.

In addition, Equinix shall take the necessary measures to diagnose and fix any emergencies related to the Database Cloud: Oracle Exadata product in order to restore the environment, and it shall make operationally reasonable efforts to notify the customer if any emergency could cause an outage.

Equinix reserves the right to make the necessary adjustments to ensure the stability and quality of services to all Customers, avoiding improper use or misuse of the product.

The maximum number of discounts that Equinix Brazil can grant the customer in a given contractual month is limited to the value of 30 (thirty) days of the amount purchased by the customer, regardless of the number of times that the service provided to the customer remains inoperative, or the duration of the aforementioned inoperability during the same contractual month.

The discount will be calculated based on the monthly fee for the month

4. Computational Resources

The platform that provides the Database Cloud: Oracle Exadata service is designed specifically for database architecture, providing integration between Hardware and Software sized to provide greater performance and availability.

In the Oracle Database Exadata Cloud service, the flavor (hardware profile) defines the Oracle virtual processor (vCPU) and memory (vRAM) to be used in the virtual instance hired by the customer. Block Storage is a separate item and must be added to the business proposal. If the customer wishes to increase the computational resources, he must contact his Account Manager or Customer Service Manager to amend the project.

The flavors available for the Database Cloud: Oracle Exadata are:

Flavors	vCPU	vRAM
DB.ORACLE.I1	1	2
DB. ORACLE. I2	1	4
DB.ORACLE.I3	1	7
DB.ORACLE.I4	1	12
DB.ORACLE.I5	1	15
DB.ORACLE.I6	1	64
DB.ORACLE.I7	1	128
DB.ORACLE.I8	2	8
DB.ORACLE.I9	2	14
DB.ORACLE.I10	2	30
DB.ORACLE.I11	2	64
DB.ORACLE.I12	2	128
DB.ORACLE.I13	3	8
DB.ORACLE.I14	3	45
DB.ORACLE.I15	4	16
DB.ORACLE.I16	4	28
DB.ORACLE.I17	4	30
DB.ORACLE.I18	4	64
DB.ORACLE.I19	8	32
DB.ORACLE.I20	8	64
DB.ORACLE.I21	16	64
DB. ORACLE. I22	16	122
DB.ORACLE.I23	16	128
DB.ORACLE.I24	32	256
DB.ORACLE.I25	32	512

Flavors	vCPU	vRAM
DB.ORACLE.I26	40	246
DB.ORACLE.I27	64	256
DB.ORACLE.I28	64	512

Equinix Brazil reserves the right to rearrange and redistribute the computational capabilities without prior notice, provided that this does not cause any impact on the Service Level Agreement (SLA) and the performance of the Database Cloud: Oracle Exadata service hired by the Customer.

5. Software

The Cloud Database: Oracle Exadata service has the following database versions already predefined for fast provisioning:

- Versions: 11g, 12c and 18c
- Releases: 11.2.0.4, 12.1.0.2, 12.2.0.1, 18c

The customer hereby declares to be aware that the software embedded in the Cloud Database: Oracle Exadata service are produced by third parties.

Such licenses offered by Equinix Brazil will be subject to the provisions set out by third parties, described in the End User License Agreements (EULA), Product Use Right (PUR), or any document stating and establishing the requirements granted by third parties.

6. Modalities

The Database Cloud: Oracle Exadata service provides 3 (three) modalities with the following features:

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DATABASE CLOUD - ORACLE EXADATA



MODALITIES		
START PACK	MID PACK	FULL PACK
Oracle Database Transparent Data Encryption	Oracle Database Transparent Data Encryption	Oracle Database Transparent Data Encryption
Advanced Security	Advanced Security	Advanced Security
Data Masking and Subsetting Pack	Data Masking and Subsetting Pack	Data Masking and Subsetting Pack
Diagnostics and Tuning Packs	Diagnostics and Tuning Packs	Diagnostics and Tuning Packs
Real Application Testing	Real Application Testing	Real Application Testing
Partitioning	Partitioning	Partitioning
Advanced Compression	Advanced Compression	Advanced Compression
Label Security	Label Security	Label Security
Database Vault	Database Vault	Database Vault
OLAP	OLAP	OLAP
Spatial & Graph	Spatial & Graph	Spatial & Graph
Database Lifecycle Management Pack	Database Lifecycle Management Pack	Database Lifecycle Management Pack
Cloud Management Pack for Oracle Database	Cloud Management Pack for Oracle Database	Cloud Management Pack for Oracle Database
	Advanced Analytics*	Advanced Analytics*
		RAC (Real Application Clusters)
		In-Memory Database*
		Active Data Guard

*Features available only on higher database versions to 12c