Oracle Unbreakable Linux FAQ

What did Oracle announce?

Oracle announced Unbreakable Linux, a support program that provides enterprises with world-class, award winning, global support for Linux.

Recognizing the demand for true enterprise-quality Linux support and seeing an opportunity to significantly reduce IT infrastructure costs, Oracle now offers Linux operating system support. Oracle is committed to delivering high quality, comprehensive, and integrated support solutions to help ensure enterprise success with the Linux operating system.

Oracle Unbreakable Linux is a support program. It is not a distribution. Oracle refers to the Red Hat compatible distribution it provides as Enterprise Linux.

What is Oracle delivering with Unbreakable Linux?

Driven by enterprise customer requirements, Oracle now provides the following for Linux server deployments:

- Free installable binaries for Enterprise Linux

- Access to patches, fixes, updates, and backports for Red Hat Enterprise Linux 3 (RHEL3) and Red Hat Enterprise Linux 4 (RHEL4) releases, delivered via a subscriber network, the Unbreakable Linux Network (ULN).

- Three levels of Linux support to choose from

  - o Network – software, including updates;

  - o Basic – 24x7 global support;

  - o Premier – 24x7 global support with back ports and Oracle Lifetime Support.

Who can take advantage of Oracle's Linux support?

Anyone can get Linux support from Oracle regardless of whether or not they are using Oracle products.

How can Oracle provide enterprise-quality support for Linux while lowering cost?

For decades, Oracle has been supporting customers' enterprise-class software deployments for the most mission critical data centers in the world. As the industry's leading enterprise support provider, Oracle offers:

- 7000+ support professionals with 24x7 global coverage;

- Support in 27 local languages;

- 400,000 knowledge solutions;

- Dedicated Linux engineering team;

- Comprehensive testing and optimization of Linux with third-party hardware, storage, networking, and drivers;

- Support for the entire software stack running on Linux including enterprise applications, middleware, database and the operating system;

- Services and expertise for installation, configuration and full Linux stack deployment.

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Why is Oracle offering Linux support?

Oracle has a long-standing history of supporting standards-based computing to lower the cost of IT infrastructure for customers. Linux is important to Oracle because true enterprise quality support for Linux is something that our customers want. Oracle is deeply committed to delivering high quality enterprise Linux support and advancing Linux technology so that we can accelerate the growth of the Linux operating system as a viable low cost alternative for enterprises. is critical to the success of the Linux platform

How does Oracle work with the Linux community?

Oracle is committed to developing, supporting, and promoting Linux. Oracle has been a key contributor to the Linux community for many years, including major code contributions such as Oracle Cluster File System that is now part of Linux kernel 2.6.16. Oracle's Linux Engineering team is a trusted part of the Linux community and several Oracle employees are Linux mainline kernel maintainers. Oracle will continue contributing Linux-related innovations, modifications, documentation and fixes directly to the Linux community on a timely basis. We will strive to set the standard for collaborating with the Linux community.

Oracle puts tremendous effort into testing Linux to run well in the enterprise. Oracle's Linux test lab uses many test kits that are based on real customer workloads to test and stress Linux for performance, reliability, scalability and high availability. The results of these testing efforts make their way into the Linux kernel as bug fixes and new enhancements, thereby making Linux better for our customers.

How much do I pay for Linux support from Oracle?

Oracle's pricing for Linux support is simple. It is calculated on a per system basis.

	Annual price per system with up to 2 physical CPUs	**Annual price per system with unlimited physical CPUs**	
Installable Binaries and Source	Free	Free	Free installable Linux binaries and source will be available through www.oracle.com
Enterprise Linux Network Support	$99	$99	Access to software and updates through the Unbreakable Linux Network
Enterprise Linux Basic Support	$399	$999	Network access plus 24x7 support with global coverage
Enterprise Linux Premier Support	$1,199	$1,999	Network access, 24x7 support with global coverage, plus back port of fixes to earlier releases as well as Oracle Lifetime Support

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A monolithic integrated circuit with multiple cores or hyperthreading is counted as a single physical CPU when determining the total number of physical CPUs in a system. Please see the pricing guide for further details.

What is the Unbreakable Linux Network (ULN)?
The Unbreakable Linux Network (ULN) is a comprehensive resource for Oracle Unbreakable Linux support subscribers, and offers access to Linux software patches, updates and fixes, along with information on up2date program and support policies. To access ULN, a valid Customer Support Identifier (CSI) is required. To obtain a CSI, purchase Linux support from the Oracle Unbreakable Linux Store.

Does Oracle indemnify users against intellectual property infringement claims?
Yes. Oracle is committed to the success of the Linux operating system and will stand behind our support offering by providing indemnification for intellectual property claims raised against our customers. This indemnification is offered for all Oracle supported Linux users, and is included with Network, Basic, and Premier Linux support. The indemnification is not in any way limited to the amount of money a customer has paid Oracle.

Oracle's indemnification offer is part of Oracle's Linux support contract, which states

> *"Provided you are a current subscriber to Oracle Enterprise Linux support services, if a third party makes a claim against you that any covered programs furnished by Oracle ("material" or "materials"), and used by you for your business operations infringes its intellectual property rights, Oracle, at its sole cost and expense, will defend you against the claim and indemnify you from the damages, liabilities, costs and expenses awarded by the court to the third party claiming infringement or the settlement agreed to by Oracle, if you do the following:*

> *• Notify Oracle promptly in writing, not later than 30 days after you receive notice of the claim (or sooner if required by applicable law);*

> *• Give Oracle sole control of the defense and any settlement negotiations; and*

> *• Give Oracle the information, authority, and assistance it needs to defend against or settle the claim.*

With Oracle's offer of comprehensive and thorough indemnification against infringement, users can now deploy Linux without hesitation. Oracle's indemnification offer makes Linux an even more attractive choice for enterprise deployments.

Is Oracle taking Red Hat's source code?
Linux is available under the GPL license, which requires free distribution of the source code. A significant amount of code that is shipped by Red Hat as part of its distribution is actually created by developers outside of Red Hat. Oracle takes the source code that Red Hat makes available under GPL. Oracle will track the Red Hat distribution closely to ensure compatibility for users.

What happens if Red Hat does not take Oracle's patches in their release?
Oracle makes all Linux patches and updates available under GPL and anyone including Red Hat can take those fixes. Oracle plans to synchronize with every major RHEL software release including updates. If Red Hat does not include Oracle fixes in their update releases, Oracle will include the additional fixes at the time of each major synchronization with the current RHEL software release.

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Which hardware platforms does Oracle support?

Oracle supports x86 and x86-64 architecture based hardware running the Linux operating system. All hardware platforms that are certified by Red Hat for RHEL3 and RHEL4 for x86 and x86-64 architectures are supported by Oracle.

What happens to third party application certification if I start using Oracle's Linux Support?

You can continue to use any ISV application that has been certified for use with RHEL3 and RHEL4. Oracle will offer support for the operating system running underneath applications that have been certified with these versions of Red Hat Enterprise Linux.

What is the transition plan for current Oracle customers using Oracle's original Unbreakable Linux support?

For all Oracle customers, Oracle is offering a free trial period for Linux support starting from October 25, 2006 and ending on Jan. 31, 2007. Any Oracle customer with any current support contract can receive free Enterprise Linux Premier support from Oracle until Jan 31st, 2007. In order to continue receiving Linux support from Oracle beyond Jan 31, 2007, the customer will need to sign up with Oracle to receive support.

What is the transition path for existing Red Hat and Novell Linux users?

Transition is very easy. Existing Red Hat and Novell Linux customers that move to the Unbreakable Linux support program may receive credit for the remainder of their existing support contract. For example, if a Red Hat customer has a support contract expiring on July 1, 2008 and the customer purchases a three year Enterprise Linux Premier Support contract on March 1, 2007 as a replacement, then the customer will be entitled to support under their Oracle contract from March 1, 2007 through July 1, 2011, three years after the customer's Red Hat contract expires. Please see Oracle's Linux Support Policies for important information regarding this offer.

From a technical perspective, for systems where RHEL3 or RHEL4 are installed, customers need to only download the "up2date" program from Oracle, and run that program on each system. No reinstall is necessary. From that point on, the customer will receive bug fixes and new versions through Oracle's Unbreakable Linux Network. For systems where other distributions or other Red Hat versions are installed, Oracle will provide a migration guide, and Oracle Consulting Services offers an Unbreakable Linux Migration Strategy Service.

Is Oracle offering any promotional discounts?

Yes. Oracle is offering a 50% discount for Enterprise Linux Basic and Premier Support until January 31, 2007. During that time customers may purchase Basic Support for $199 (two physical CPUs) and $499 (unlimited physical CPUs) per system annually, and Premier Support for $599 (two physical CPUs) and $999 (unlimited physical CPUs).

Will Oracle continue to support other operating systems?

Yes. Oracle has a thirty-year history of supporting Oracle products on numerous popular operating systems. Unbreakable Linux does nothing to decrease our commitment to other operating systems such as Windows™, other distributions of Linux, or UNIX™ environments.

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Will Oracle continue to support customers that are using Oracle products on Red Hat RHEL, Novell SLES, and Asianux?

Yes. Oracle is fully committed to all of its customers that have deployed or will deploy Oracle products on other Linux distributions that are currently supported, including Red Hat, Novell and Asianux. We will continue to certify and offer support for Oracle products running on these Linux distributions. For operating system issues, users will need to work with their vendor.

How do I get more information and sign up for Linux support from Oracle?

To get more information, visit oracle.com/linux

To purchase Linux support service, visit oraclestore.oracle.com/linux

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