
Utilities Global Business* Service Descriptions and Metrics

October 19, 2017

***Note: The Service Descriptions for Oracle Dataraker Cloud Services can be found in a separate document at www.oracle.com/contracts.**

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Metric Definitions

100 Utilities Assets per Month is defined as one hundred records of Utilities Assets that are stored in the Oracle Utilities Asset Management Base program. Utilities Assets are devices tracked using the Operational Device Cloud Service, including, but not limited to, meters, communication devices, components, motors, pumps, pipes and vehicles. This metric is used for the Oracle Utilities Operational Device Cloud Service.

250 Gigabytes (GB) is defined as additional production database storage in 250 gigabytes (GB) per month required beyond the storage capacity initially purchased as part of the Oracle Cloud Service.

Field Resource (for purposes of Oracle Mobile Workforce Cloud Services) is defined as a dispatcher authorized by You to access the Oracle Cloud Service, as well as any engineer, technician, representative or other person scheduled by the Cloud Service.

Hosted Named User is defined as an individual authorized by You to access the Cloud Service, regardless of whether the individual is actively accessing the service at any given time.

Terabyte (TB) is defined as additional production database storage in terabytes (TB) per month required beyond the storage capacity initially purchased as part of the Oracle Utilities Cloud Services.

Utilities Device is defined as a hardware or firmware element in the applicable utilities (e.g., gas, water or electric) network. Utilities devices include, but are not limited to, meters, grid devices, home area network devices, and demand response devices. Oracle Cloud Services may (a) communicate with Utilities Devices or enable communications with Utilities Devices and (b) process event and usage data from Utilities Devices. For the purposes of the Oracle Utilities Meter Data Management Services (including the Oracle Utilities Smart Grid Gateway), a Utilities Device is a meter which processes meter event and usage data within such Oracle Cloud Services.

Utilities Device Data Channel per Month is defined as a stream of periodic or time-series measurement data of any frequency (set or variable), of a single unit of measure, as transmitted by a Utilities Device and which is used for a single measurement purpose, per month.

Glossary

Customer is defined as You entity specified on Your order. The Oracle Cloud Services may not be used or accessed for the business operations of any third party, including but not limited to Your customers, partners or Your affiliates.

Daily Data is defined as data recorded in intervals of once per day.

Monthly Data is defined as data recorded in intervals of at once per month or a more frequent but regular basis during a month.

Non-Production Environment may be either a Test, Backup or Development Environment provided to You as part of the Oracle Cloud Services. The Non-Production Environment is specifically sized and designed for development and training purposes and may not be used for production purposes or for performance or stress testing. Any service levels, performance targets and disaster recovery described for the applicable Oracle Cloud Service are not applicable to Non-Production Environments.

Production Environment is an environment provided to You as part of the Oracle Cloud Service that is designed for daily commercial use and production operations of live data. Unless otherwise specified, a single Production Environment is provided for an Oracle Cloud Service.

Oracle Maps Cloud Service for Oracle Utilities

Part #: B86354

Users of the Oracle Maps Cloud Service for Oracle Utilities are authorized to access the following modules and features:

- Map request

To use this Oracle Maps Cloud Service for Oracle Utilities, You are required to first purchase and maintain the Oracle Utilities Analytics Base Platform Cloud Service. If the Oracle Utilities Analytics Base Platform Cloud Service lapses or otherwise ends, the Oracle Maps Cloud Service for Oracle Utilities will also automatically end.

Usage Limits: The Oracle Maps Cloud Service for Oracle Utilities can only be used within the Oracle Utilities Cloud Service as integrated and cannot be used or accessed directly.

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets for the Production Environment:

Cloud Service	Recovery Time Objective (RTO)	Target System Availability
Oracle Maps Cloud Service for Oracle Utilities	12 hours	99.5%

The Target System Availability does not apply in the event of a declared disaster.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of Your Agreement and Your order.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Maps Cloud Service Enterprise Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts

Oracle Mobile Workforce Cloud Service – Service Descriptions

Oracle Mobile Workforce Cloud Service - Per Field Resource

Part # B80771

Users of the Oracle Mobile Workforce Cloud Service are authorized to access the following modules:

- Oracle Mobile Workforce Analytics

Users of the Oracle Mobile Workforce Cloud Service are also authorized to access one of the following modules:

- Oracle Real-Time Scheduler/ Oracle Real-Time Scheduler Mobile, or
- Oracle Utilities Mobile Workforce Management/ Oracle Utilities Mobile Workforce Management Mobile

Usage Limits: The Oracle Mobile Workforce Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per Field Resource) as defined in your order
- Oracle will provision three Environments for this Oracle Cloud Service: Production, Non-Production (Test), and Development.
- Database storage during the service period is limited to up to three years of transactional history.

Service Level Targets

For purposes of Disaster Recovery and Service Availability Level as described in the *Oracle Cloud Hosting and Delivery Policies* referenced below, this Oracle Cloud Service has the following Service Level Targets for the Production Environment:

Cloud Service	Recovery Time Objective	Recovery Point Objective	Target System Availability
Oracle Mobile Workforce Cloud Service	24 hours	4 hours	99.5%

The Target System Availability does not apply in the event of a declared disaster. The Recovery Time Objective and Recovery Point Objective do not apply to customizations or third party software.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Industry Cloud Services pillar documentation*, which may be viewed at www.oracle.com/contracts.

Oracle Utilities Meter Solution Cloud Service – Service Descriptions

Oracle Utilities Meter Solution Cloud Service – Per Utilities Device Data Channels Per Month

Part #: B86090

Users of the Oracle Utilities Meter Solution Cloud Service are authorized to access the following modules and services:

- Oracle Utilities Meter Data Management
- Oracle Utilities Smart Grid Gateway
 - Oracle Utilities Smart Grid Gateway Adapter for Landis+Gyr
 - Oracle Utilities Smart Grid Gateway Adapter for Networked Energy Services (NES)
 - Oracle Utilities Smart Grid Gateway MV-90 Adapter for Itron
 - Oracle Utilities Smart Grid Gateway Adapter for Itron OpenWay
 - Oracle Utilities Smart Grid Gateway Adapter for Sensus RNI
 - Oracle Utilities Smart Grid Gateway Adapter for Silver Spring Networks
- Oracle Utilities Service Order Management¹
- Oracle Utilities Analytics Cloud Service
 - Oracle Utilities Analytics Base Platform Cloud Service
 - Oracle Utilities Meter Data Analytics and Adaptors Cloud Service

Usage Limits:

The Oracle Utilities Meter Solution Cloud Service is subject to usage limits based on:

- A maximum number of Utilities Device Data Channels per Month as defined in Your order.
- Oracle will provision three Environments for this Oracle Cloud Service: one Production Environment, and two Non-Production Environments (Test/QA and Development).
- Non-Production Environments may be refreshed, at Your request, no more than once per quarter, provided the Non-Production Environment database and file storage are equal to or greater in size than the Production Environment database and file storage.
- Additional data storage for Production and Non-production Environments may be purchased subject to additional fees.
- The following storage limits apply for the Oracle Utilities Meter Data Management (including the Oracle Utilities Smart Grid Gateway specific components of the Oracle Meter Solution Cloud Service) per the applicable Environment:

Utilities Device Data Channels	Environment Type	Total Database Storage	Total File Storage ²	Bandwidth
100,000 to 200,000	Production	1,250 GB	500 GB	N/A
	Test	1,250 GB		

¹ The Customer Care and Billing Integration to Service Order Management and the Service Order Management Integration to Mobile Workforce Management are not available as part of this Oracle Cloud Service.

² Refers to sFTP storage accessible to Users of the Oracle Cloud Service

	Development	500 GB		
200,001 to 1,000,000	Production	4,250 GB	1,250 GB	
	Test	4,250 GB		
	Development	500 GB		
1,000,001 to 2,000,000	Production	7,500 GB	2,500 GB	
	Test	7,500 GB		
	Development	500 GB		
2,000,001 to 4,000,000	Production	13,750 GB	5,000 GB	
	Test	13,750 GB		
	Development	500 GB		
4,000,001 to 8,000,000	Production	38,750 GB	15,500 GB	
	Test	38,750 GB		
	Development	500 GB		

- The following storage limits apply for the Oracle Utilities Analytics specific components of the Oracle Cloud Service per the applicable Environment:

Utilities Device Data Channels	Environment Type	Total Database Storage	Total File Storage	Bandwidth
100,000 to 8,000,000	Production	500 GB	100 GB	N/A
	Test	500 GB	100 GB	
	Development	250 GB	100 GB	

Service Level Targets:

For purposes of Disaster Recovery and Service Availability Level as described in the *Oracle Cloud Hosting and Delivery Policies* referenced below, this Oracle Cloud Service has the following Service Level Targets for the Production Environment:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Utilities Meter Solution Cloud Service	24 hours	4 hours	99.5%

The Service Level Targets do not apply to the Non Production Environment(s). The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Your Data Related Obligations.

Oracle's performance of the Oracle Utilities Meter Solution Cloud Service is contingent on Your fulfillment of the following responsibilities:

- You must work with Oracle to establish the necessary private circuit or VPN solution and to facilitate secure traffic between the Oracle servers and Your network.
- Oracle is not responsible or liable for impacts to Oracle Utilities Meter Solution Cloud Service availability and performance due to system connectivity or on-premise application problems associated with data loads initiated by You or Your Users (e.g., from AMI head-end) or with any outbound integrations (e.g., with CIS / Billing systems).
- Oracle is not responsible for the installation, configuration or monitoring of any on-premise or hosted systems owned or operated by You.
- For any initial data load or data migration, You must provide Oracle with data, in formats requested by Oracle, during the initial phases of the deployment of this Oracle Cloud Service.
- You are responsible for the correct formatting of any data provided to Oracle as part of any initial or ongoing data load.
- You must appoint a point of contact within Your organization authorized to work with Oracle to resolve incidents related to any data loading process.
- You must provide all necessary data (e.g., test data, configuration data, samples of daily files for all Interfaces, historical data, etc.) to support Your use of this Oracle Cloud Service, in format(s) requested by Oracle.
- If data quality issues are identified with any data received in this Oracle Cloud Service, then You are responsible for providing corrected, validated, formatted and cleansed data. Oracle is not responsible for correcting, validating, formatting or cleansing data from Your on-premise source application.
- As reasonably required by Oracle, You will provide Oracle, on a timely basis, with complete and accurate information and responses to questions as needed to support the performance of the Oracle Cloud Services.
- Oracle will remove data stored on the sFTP server periodically based on the data retention periods applicable to the Oracle Cloud Services. You are responsible for ensuring that any data You require is downloaded to a storage location local to Your organization.
- You are responsible for purchasing any additional storage required for Your use of the Oracle Cloud Services. Oracle will not automatically allocate additional storage.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of Your agreement and Your order.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Industry Cloud Services pillar documentation*, which may be viewed at www.oracle.com/contracts.

Oracle Utilities Meter Solution Cloud Service - Additional Data Storage – Per Terabyte

Part #: B86091

Oracle Utilities Meter Solution Cloud Service – Additional Data Storage enables You to purchase one (1) additional terabyte of database storage for Your Production Environment beyond what is provided with the Oracle Utilities Meter Solution Cloud Service. Any additional database storage purchased for the Oracle Utilities Meter Solution Cloud Service Production Environment will also be added to each Test Environment provisioned as part of the Oracle Utilities Meter Solution Cloud Service or any Oracle Utilities Meter Solution Cloud Service - Additional Test Environment instances.

You may make multiple purchases of Additional Data Storage for the Oracle Utilities Meter Solution Cloud Service. If You make more than two purchases in a calendar year, additional fees related to the setup of such additional storage will apply. You are responsible for planning and ensuring that You have sufficient database storage to meet Your operational requirements.

Your purchase of Oracle Utilities Meter Solution Cloud Service - Additional Data Storage applies for the duration of the Service Period of the Oracle Utilities Meter Solution Cloud Service under Your order.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Industry Cloud Services pillar documentation*, which may be viewed at www.oracle.com/contracts.

Oracle Utilities Meter Solution Cloud Service - Additional Development Environment

Part #: B86763

The Oracle Utilities Meter Solution Cloud Service – Additional Development Environment is designed for non-production activities such as development, training and testing, but not for production operations or stress/performance testing. The maintenance or upgrade schedule for any Additional Development Environments is the same as the schedule for the Production Environment of the pre-requisite Oracle Utilities Meter Solution Cloud Service.

All Additional Development Environments are subject to the following contracting restrictions:

- A minimum contract period of twelve (12) months
- A maximum contract period equal to the end date of the Service Period specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Meter Solution Cloud Service
- A maximum total of ten (10) Additional Development environments, including any Development Environment(s) originally provisioned as part of the pre-requisite Oracle Utilities Meter Solution Cloud Service

To use this Oracle Utilities Meter Solution Cloud Service – Additional Development Environment, You are required to first purchase and maintain the Oracle Utilities Meter Solution Cloud Service, subject to the restrictions listed directly above. If the Oracle Utilities Meter Solution Cloud Service lapses or otherwise ends, the Oracle Utilities Meter Solution Cloud Service – Additional Development Environment will also automatically end.

All Additional Oracle Utilities Meter Solution Cloud Service – Additional Development Environments purchased will be equivalent to the Development Environment(s) included as part of the pre-requisite Oracle Utilities Meter Solution Cloud Service.

Usage Limits:

Oracle Utilities Meter Solution Cloud Service - Additional Development Environments are subject to usage limits based upon:

- The number of Utilities Device Data Channels per Month specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Meter Solution Cloud Service
- The storage limits specified in the Oracle Cloud Ordering Document and/or Service Description for the pre-requisite Oracle Utilities Meter Solution Cloud Service

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Industry Cloud Services pillar documentation*, which may be viewed at www.oracle.com/contracts.

Oracle Utilities Meter Solution Cloud Service - Additional Database Storage for Development Environments – Per Terabyte

Part #: B86765

Oracle Utilities Meter Solution Cloud Service – Additional Database Storage for Development Environments enables users of Oracle Utilities Meter Solution Cloud Service to purchase an additional 1 (one) terabyte of database storage for a specified Development Environment over and above the database storage provided as part of Oracle Utilities Meter Solution Cloud Service or any Oracle Utilities Meter Solution Cloud Service - Additional Development Environment instances.

You may purchase multiple instances of the Oracle Utilities Meter Solution Cloud Service – Additional Database Storage for Development Environments, however more than two purchases per calendar year may incur additional setup fees. You are responsible for planning and ensuring that you have sufficient database storage to meet your development requirements. You are also responsible for defining the Additional Development Environment to which the Additional Database Storage should be provisioned.

Any Additional Database Storage for Development Environments purchased applies for the duration of the Service Period under the Ordering Document of the Oracle Utilities Meter Solution Cloud Service Development Environment to which it is provisioned.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Industry Cloud Services pillar documentation*, which may be viewed at www.oracle.com/contracts.

Oracle Utilities Meter Solution Cloud Service - Additional Test Environment

Part #: B86764

The Oracle Utilities Meter Solution Cloud Service – Additional Test Environment cloud service is designed for non-production activities such as testing. The maintenance or upgrade schedule for any Additional Test Environments is the same as the schedule for the Production Environment of the pre-requisite Oracle Utilities Meter Solution Cloud Service.

All Additional Test Environments are subject to the following contracting restrictions:

- A minimum contract period of twelve (12) months
- A maximum contract period equal to the end date of the Service Period specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Meter Solution Cloud Service
- A maximum total of three (3) Additional Test Environments (including the Test Environment(s) provisioned as part of the pre-requisite Oracle Utilities Meter Solution Cloud Service)

To use this Oracle Utilities Meter Solution Cloud Service – Additional Test Environment, You are required to first purchase and maintain the Oracle Utilities Meter Solution Cloud Service, subject to the restrictions listed directly above. If the Oracle Utilities Meter Solution Cloud Service lapses or otherwise ends, the Oracle Utilities Meter Solution Cloud Service – Additional Test Environment will also automatically end.

All Additional Oracle Utilities Meter Solution Cloud Service – Additional Test Environments purchased will be equivalent to the Test Environment(s) included as part of the pre-requisite Oracle Utilities Meter Solution Cloud Service.

Additional database storage cannot be purchased separately for Additional Test Environments, however any additional database storage purchased for the pre-requisite Oracle Utilities Meter Solution Cloud Service Production Environment will also be added to each Test Environment provisioned as part of the pre-requisite Oracle Utilities Meter Solution Cloud Service or any Oracle Utilities Meter Solution Cloud Service - Additional Test Environment instances.

Usage Limits:

Oracle Utilities Meter Solution Cloud Service - Additional Test Environments are subject to usage limits based upon:

- The number of Utilities Device Data Channels per Month specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Meter Solution Cloud Service
- The storage limits specified in the Oracle Cloud Ordering Document and/or Service Description for the pre-requisite Oracle Utilities Meter Solution Cloud Service

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Industry Cloud Services pillar documentation*, which may be viewed at www.oracle.com/contracts.

Oracle Utilities Work and Asset Cloud Service – Service Descriptions

Oracle Utilities Work and Asset Cloud Service – Per Hosted Named User

Part #: B87110

Users of the Oracle Utilities Work and Asset Cloud Service are authorized to access the following modules and features:

- Oracle Utilities Work and Asset Management Enterprise Edition
- Oracle Utilities Work and Asset Management Purchasing
- Oracle Utilities Work and Asset Management Connector for Enterprise Resource Planning
- Oracle Utilities Work and Asset Management Connector for Geospatial Information Systems
- Oracle Utilities Work and Asset Analytics
- Oracle Utilities Work and Asset Management Extractors and Schema

Usage Limits:

The Oracle Utilities Work and Asset Cloud Service is subject to usage limits based on:

- A maximum number of Hosted Named Users per Month as defined in Your order.
- Oracle will provision three Environments for this Oracle Cloud Service: one Production Environment, and two Non-Production Environments (Test/QA and Development).
- Non-Production Environments may be refreshed, at Your request, no more than once per quarter, provided the Non-Production Environment database and file storage are equal to or greater in size than the Production Environment database and file storage.
- Additional data storage for production and non-production environments may be purchased subject to additional fees
- The following storage limits apply to both the Oracle Utilities Work and Asset Management specific component of the Oracle Work and Asset Cloud Service per the applicable Environment:

Hosted Named Users	Environment Type	Total Database Storage	Total File Storage ¹	Bandwidth
50 to 100	Production	50 GB	50 GB	N/A
	Test	50 GB	50 GB	
	Development	50 GB	50 GB	
101 to 300	Production	50 GB	50 GB	
	Test	50 GB	50 GB	
	Development	50 GB	50 GB	
301 to 750	Production	150 GB	100 GB	
	Test	150 GB	100 GB	

	Development	50 GB	50 GB	
751 to 2,000	Production	300 GB	200 GB	
	Test	300 GB	200 GB	
	Development	100 GB	50 GB	

¹ Refers to sFTP storage accessible to users of the cloud service

- The following storage limits apply for the Oracle Utilities Analytics specific components of the Oracle Work and Asset Cloud Service per the applicable Environment:

Hosted Named Users	Environment Type	Total Database Storage	Total File Storage ¹	Bandwidth
50 to 300	Production	500 GB	100 GB	N/A
	Test	500 GB	100 GB	
	Development	250 GB	50 GB	
300 to 1,000	Production	500 GB	200 GB	
	Test	500 GB	200 GB	
	Development	250 GB	50 GB	

¹ Refers to sFTP storage accessible to users of the cloud service

Service Level Targets:

For purposes of Disaster Recovery and Service Availability Level as described in the *Oracle Cloud Hosting and Delivery Policies* referenced below, this Oracle Cloud Service has the following Service Level Targets for the Production Environment:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Utilities Work and Asset Cloud Service	24 hours	4 hours	99.5%

The Service Level Targets do not apply to the Non Production Environment(s). The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Your Secure Data Transfer Obligations:

- You must work with Oracle to establish the necessary private circuit or VPN solution and to facilitate secure traffic between the Oracle servers and Your network.

- Provide passwords to your on premise Oracle Utilities Source Application as well as exchange public keys for initiating the SSH tunnel into the cloud environment. This will be done during an implementation call setup between Oracle and a responsible point of contact within your organization.
- Oracle is not responsible or liable for impacts to the availability and performance of this Oracle Cloud Service due to system connectivity or on-premise application problems associated with data loads initiated by You or Your Users or with any outbound integrations.
- Oracle is not responsible for the installation, configuration or monitoring of any on-premise or hosted systems owned or operated by You.

Your Data Related Obligations:

Oracle's performance of the Cloud Service is contingent on Your fulfillment of the following responsibilities:

- You must appoint a responsible point of contact within your organization to work with Oracle to resolve incidents related to any data loading, import, export or interface related process.
- Provide necessary and appropriate data, (e.g. test data, configuration data, samples of daily files for all Interfaces, historical data etc.) to support this Cloud Service, in a format as requested by Oracle
- Perform data cleansing before providing any data to Oracle
- If data quality issues are identified with your data after it reaches this Cloud Service then you are responsible for providing corrected and cleansed data. Oracle is not responsible for cleansing or validating data from your on-premise source application. You are responsible for removing any incorrect or erroneous data that is loaded into any Cloud Service environment. At Your request Oracle may (at Oracle's discretion) refresh or restore an environment.
- Provide response to questions that Oracle may submit to you in a timely manner.
- Oracle will remove data stored on the sFTP server periodically based on the data retention periods applicable to the Oracle Cloud Services. You are responsible for ensuring that any data You require is downloaded to a storage location local to Your organization.
- You are responsible for purchasing any additional storage required for Your use of the Oracle Cloud Services. Oracle will not automatically allocate additional storage.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Industry Cloud Services pillar documentation*, which may be viewed at www.oracle.com/contracts.

Oracle Utilities Operational Device Cloud Service – Service Descriptions

Oracle Utilities Operational Device Cloud Service – Per 100 Utilities Assets per Month

Part #: B87111

Users of the Oracle Utilities Operational Device Cloud Service are authorized to access the following modules and features:

- Oracle Utilities Operational Device Management
- Oracle Utilities Operational Device Management Extractors and Schema
- Oracle Utilities Operational Device Management Analytics
- Oracle Utilities Integration for Device Operations

Usage Limits: The Oracle Utilities Operational Device Cloud Service is subject to usage limits based on:

- A maximum number of 100 Utilities Assets per Month as defined in Your order.
- Oracle will provision three Environments for this Oracle Cloud Service: one Production Environment, and two Non-Production Environments (Test/QA and Development).
- Non-Production to Environments may be refreshed, at Your request, no more than once per quarter, provided the Non-Production Environment database and file storage are equal to or greater in size than the Production Environment database and file storage.
- Additional data storage for production and non-production environments may be purchased subject to additional fees
- The following storage limits apply to the Oracle Utilities Operational Device Management specific components of the Oracle Utilities Operational Device Cloud Service per the applicable Environment:

100 Utilities Assets	Environment Type	Total Database Storage	Total File Storage ¹	Bandwidth
1,000 to 3,000	Production	50 GB	50 GB	N/A
	Test	50 GB	50 GB	
	Development	50 GB	50 GB	
3,001 to 7,500	Production	50 GB	50 GB	
	Test	50 GB	50 GB	
	Development	50 GB	50 GB	
7,501 to 15,000	Production	150 GB	100 GB	
	Test	150 GB	100 GB	
	Development	50 GB	50 GB	
15,000 to 50,000 ²	Production	300 GB	200 GB	

	Test	300 GB	200 GB	
	Development	100 GB	50 GB	

¹ Refers to sFTP storage accessible to users of the cloud service

² Additional storage may be required

- The following storage limits apply for the Oracle Utilities Analytics specific components of the Oracle Utilities Operational Device Cloud Service per the applicable Environment:

100 Utilities Assets	Environment Type	Total Database Storage	Total File Storage ¹	Bandwidth
1,000 to 7,500	Production	500 GB	100 GB	N/A
	Test	500 GB	100 GB	
	Development	250 GB	50 GB	
7,500 to 50,000 ²	Production	500 GB	200 GB	
	Test	500 GB	200 GB	
	Development	250 GB	50 GB	

¹ Refers to sFTP storage accessible to users of the cloud service

² Additional storage may be required

Service Level Targets:

For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets for the Production Environment:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Utilities Operational Device Cloud Service	24 hours	4 hours	99.5%

The Service Level Targets do not apply to the Non Production Environment(s). The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Your Secure Data Transfer Obligations:

- You must work with Oracle to establish the necessary private circuit or VPN solution and to facilitate secure traffic between the Oracle servers and Your network.
- Provide passwords to your on premise Oracle Utilities Source Application as well as exchange public keys for initiating the SSH tunnel into the cloud environment. This will be done during an implementation call setup between Oracle and a responsible point of contact within your organization.

- Oracle is not responsible or liable for impacts to the availability and performance of this Oracle Cloud Service due to system connectivity or on-premise application problems associated with data loads initiated by You or Your Users or with any outbound integrations.
- Oracle is not responsible for the installation, configuration or monitoring of any on-premise or hosted systems owned or operated by You.

Your Data Related Obligations:

Oracle's performance of the Cloud Service is contingent on Your fulfillment of the following responsibilities:

- You must appoint a responsible point of contact within your organization to work with Oracle to
- resolve incidents related to any data loading, import, export or external interface related process.
- Provide necessary and appropriate data, (e.g. test data, configuration data, samples of daily files for all Interfaces, historical data etc.) to support this Cloud Service, in a format as requested by Oracle
- Perform data cleansing before providing any data to Oracle
- If data quality issues are identified with your data after it reaches this Cloud Service then you are responsible for providing corrected and cleansed data. Oracle is not responsible for cleansing or validating data from your on-premise source application. You are responsible for removing any incorrect or erroneous data that is loaded into any Cloud Service environment. At Your request Oracle may (at Oracle's discretion) refresh or restore an environment.
- Provide response to questions that Oracle may submit to you in a timely manner.
- Oracle will remove data stored on the sFTP server periodically based on the data retention periods applicable to the Oracle Cloud Services. You are responsible for ensuring that any data You require is downloaded to a storage location local to Your organization.
- You are responsible for purchasing any additional storage required for Your use of the Oracle Cloud Services. Oracle will not automatically allocate additional storage.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Industry Cloud Services pillar documentation*, which may be viewed at www.oracle.com/contracts.