Effective Date: 1 June, 2021

*Note: The service descriptions for Oracle DataRaker and Opower 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 database storage in 250 gigabytes (GB) per month required beyond the storage capacity initially purchased as part of the Oracle Cloud Service.

500 Gigabytes (GB) is defined as additional database storage in 500 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.

Billable Service Customer per Month is defined as the total number of Your and Your Affiliates’ individual utilities services that are billable to each of Your and Your Affiliates’ Customers. If You will bill multiple utility services to one Customer, each service will count as a single billable service. If a Customer will be billed for utility services at multiple locations (e.g., a chain store, an apartment building, or a municipality), each utility service for each such location shall count as a single billable service.

Examples of Utilities Customer Billable Service Types include:

- Electric
- Gas
- Water
- Wastewater (if billing independently from water utility service type)
- Water / Wastewater (if billing for wastewater is dependent on billing for water utility service type)
- Refuse

Examples not considered as utility services are: products / services billed as one-time invoices, loans, payment arrangements, non-billed budgets, deposits and charitable contributions.

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 scalar or interval 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. Only installed devices with measurements in the last 90 days are counted.

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

Registration Point: is defined as a unique identifier used by market participants in a deregulated market to identify the supply point for a utility service at a consumer’s property.
GLOSSARY

Customer is defined as Your or Your Affiliates’ end customer.

CIS is defined as a Customer Information System.

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

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

Non-Production Environment may be either a test or development environment provided to You as part of the Oracle Cloud Services. Development Non-Production Environments are specifically sized and designed for development and training purposes and may not be used for production purposes or for performance testing. Test Non-Production Environments are sized and designed for functional and performance testing. Performance testing of Your configuration of these Oracle Cloud Services is permitted in any provided test Non-Production Environments unless otherwise stated. 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.

Template is a set of pre-configurations used as a project accelerator for a Cloud Service.
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 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 Management
- Oracle Utilities Operational Device Management

Users of the Oracle Utilities Meter Solution Cloud Service may leverage Implementation Support and Live Operate services as defined in the Program Documentation.

Use of Oracle Utilities Operational Device Management is restricted to those Utilities Devices managed by this Oracle Cloud Service, as derived from the number Utilities Device Data Channels per Month as defined in Your order.

Any use not expressly permitted above is not included and requires a separate subscription to Oracle Utilities Operational Device Cloud Service.

Usage Limits

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

- A maximum number of Utilities Device Data Channels per Month as defined in Your order.
- Oracle will provision three (3) Environments for this Oracle Cloud Service: one (1) Production Environment and two (2) Non-Production Environments (test and development).
- Non-Production Environment data may be refreshed, at Your request, no more than once in any three (3) month period, provided the Non-Production Environment database and file storage are equal to or greater in size than the Production Environment database and file storage.

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1 All referenced Cloud Services, release schedule(s), roles and responsibilities, features, functions and process flows are documented in the Program Documentation on docs.oracle.com ➔ Industries ➔ Oracle Utilities Documentation
• Additional data storage for Production and Non-Production Environments may be purchased subject to additional fees.
• Not more than thirteen (13) months of historic usage or consumption data may be migrated into this Oracle Cloud Service.
• Usage of any provided functional testing tools is limited to:
  o Testing related to this Oracle Cloud Service only
  o Testing in Non-Production Environments only
  o Functional testing only (e.g. no performance/stress testing)
  o A maximum of 40 users
• Usage of any application database schemas included in any provided data extracts is limited to the querying of data only.

The following database storage limits apply for the Oracle Utilities Meter Data Management (including the Oracle Utilities Smart Grid Gateway, Oracle Utilities Service Order Management and Oracle Utilities Operational Device Management specific components of the Oracle Meter Solution Cloud Service) per the applicable Environment:

<table>
<thead>
<tr>
<th>ENVIRONMENT TYPE</th>
<th>TOTAL DATABASE STORAGE (GB)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Production</td>
<td>1,750 GB</td>
</tr>
<tr>
<td>Test</td>
<td>1,750 GB</td>
</tr>
<tr>
<td>Development</td>
<td>500 GB</td>
</tr>
</tbody>
</table>

**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:

<table>
<thead>
<tr>
<th>Recovery Time Objective (RTO)</th>
<th>Recovery Point Objective (RPO)</th>
<th>Target Service Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 hours</td>
<td>1 hour</td>
<td>99.5%</td>
</tr>
</tbody>
</table>

The Service Level Targets do not apply to the Non-Production Environment(s). The Target Service 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 will work with Oracle to establish and maintain the necessary private circuit, VPN or IP whitelisting solution, and to facilitate secure traffic between the Oracle servers and Your network.

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

**Your Data Related Obligations**

- For any initial data load or data migration, You will provide Oracle with data, in formats requested by Oracle, during the initial phases of the deployment of this Oracle Cloud Service.
- You, and not Oracle, are responsible for the correct formatting of any data provided to Oracle as part of any initial or ongoing data load.
- You will appoint a point of contact within Your organization authorized to work with Oracle to resolve incidents related to any data loading, import, export or interface process.
- You will 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, and not Oracle, are responsible for providing corrected, validated, formatted and cleansed data from Your source application(s), or other data correction method permitted by Oracle.
- As reasonably requested 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 Service.
- You, and not Oracle, are responsible for downloading any data You require to a storage location local to Your organization when Oracle periodically removes data stored on the file storage server based on the data retention periods applicable to the Oracle Cloud Service.
- You are responsible for purchasing any additional storage required for Your use of this Oracle Cloud Service. Oracle will not automatically allocate additional storage.
- You, and not Oracle, are responsible for all data conversion/migration/cleansing activities, including:
  - Mapping any required existing transactional data to the pre-defined, supported Oracle format(s).
  - Exporting, cleansing and converting any historical transactional data that is to be migrated into this Oracle Cloud Service.

**Your Implementation Obligations**

- Gate reviews:
  - You must schedule the configurations and extensions gate review. This review may not occur before all extensions have been identified and associated solution designs have been finalized.
  - You must schedule the Operational Readiness gate review. This gate review is not to perform a complete readiness assessment for going live; its purpose is to validate select operational considerations have been made prior to go live. Completing this gate review requires validating the following:
    - Full end to end batch execution has been tested in production environment, completing within customer defined batch window
    - Production Environment has been performance tested for peak concurrent online usage
    - Regression test process that will be used for future patches and version updates has been defined and executed
- You have reviewed and addressed obligations as defined in the service descriptions related to Your order
- You have reviewed the operational readiness advisory section of Your product Overview Guide (available on docs.oracle.com)

**Your Operational Obligations**

- You must operate a Generally Available version of this Oracle Cloud Service. GA and End of Life (EOL) dates are published in the Oracle Utilities Program Documentation.
- You are responsible for all regression testing of maintenance packs and version updates, including the regression testing of integration with other Oracle or third party systems or solutions.

**Assumptions**

- You acknowledge and agree that Oracle’s gate review services and any findings and/or recommendations are based on information made available by You and/or third parties at the time of the review. Any such review is intended to provide You with general information, and You acknowledge that a number of facts and circumstances outside the scope of such review may affect the outcome of Your project. Oracle findings and recommendations, therefore, may not provide a complete assessment of Your project and Oracle is not responsible or liable for any actions You take based on any such findings or recommendations.
- You may not use this Oracle Cloud Service for production activities until You have successfully completed the following mandatory gate reviews:
  - Operational readiness gate review

**Oracle Cloud Policies and Pillar Documentation**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts.

Notwithstanding any statements in the Oracle Global Business Unit Cloud Services Pillar Document, Oracle will schedule production environment application upgrades and updates to occur on one Saturday a month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time. Oracle typically schedules core system maintenance, if required, to occur on any other Saturday of the month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time.

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

Part #: B91159
Retired 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 Oracle Utilities Meter Solution Cloud Service, 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 and Pillar Documentation
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts.

Oracle Utilities Meter Solution Cloud Service, Additional Development Environment
Part #: B91160
Retired 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) 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 on the following:

- 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 and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts.

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

Part #: B91162
Retired 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 development environment(s) to which the Oracle Utilities Meter Solution Cloud Service, Additional Database Storage for Development Environments should be provisioned.

Any Oracle Utilities Meter Solution Cloud Service, 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 and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts.

Oracle Utilities Meter Solution Cloud Service, Additional Test Environment

Part #: B91161
Retired 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) 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 on the following:

- 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 and Pillar Documentation**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle Utilities Meter Solution Cloud Service, Integration Suite**

Part #: B92985

Users of the Oracle Utilities Meter Solution Cloud Service, Integration Suite are authorized to access REST APIs that belong to the web service category of “Integration Suite APIs”.
The REST APIs included with this add-on are delivered inactive by default and need to be set to active for use. The service scripts associated with these inbound web service operations are also initially delivered with an application service of “Integration Suite APIs” to indicate that the Integration Suite option is required and must be enabled by granting privileges to these application services via appropriate users and user groups.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Meter Solution Cloud Service and are subject to the restrictions in the associated service description.

**Usage Limits**

Exceeding a total daily quantity of API requests that is more than 10 times your total number of your Utilities Device Data Channels may adversely affect service performance. (For example, if your cloud service is for 100,000 Utilities Device Data Channels, then API usage should not exceed 1,000,000 requests per day. Any impact or outage associated with excess use of API requests does not constitute “Unplanned Downtime” and shall not affect the calculation of the Service Availability Level or Service Uptime for purposes of the Oracle Cloud Service Level Agreement.

**Service Level Targets**

For purposes of Disaster Recovery and the Oracle Cloud Service Level Agreement 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:

<table>
<thead>
<tr>
<th>Recovery Time Objective (RTO)</th>
<th>Recovery Point Objective (RPO)</th>
<th>Target Service Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 hours</td>
<td>1 hour</td>
<td>99.5%</td>
</tr>
</tbody>
</table>

The Service Level Targets do not apply to the Non-Production Environment(s). The Target Service Availability Level 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.

**Oracle Cloud Policies and Pillar Documentation**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).
Oracle Utilities Work and Asset Cloud Service – Per Hosted Named User

Part #: B91131
Retired 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 Construction Work Management
- Oracle Utilities Work and Asset Management Connector for Geospatial Information Systems
- Oracle Utilities Operational Device Management

Users of the Oracle Utilities Work and Asset Cloud Service may leverage Implementation Support and Live Operate services as defined in the Program Documentation.

Usage Limits

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

- A maximum number of Hosted Named Users per Month as defined in Your order.
- Oracle will provision three (3) Environments for this Oracle Cloud Service: one (1) Production Environment and two (2) Non-Production Environments (test and development).
- Non-Production Environment data may be refreshed, at Your request, no more than once in any three (3) month period, 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.
- Usage of any provided functional testing tools is limited to:
  - Testing related to this Oracle Cloud Service only
  - Testing in Non-Production Environments only
  - Functional testing only (e.g. no performance/stress testing)
  - A maximum of 40 users
- Usage of any application database schemas included in any provided data extracts is limited to the querying of data only.
- The following storage limits apply per the applicable Environment:

<table>
<thead>
<tr>
<th>HOSTED NAMED USERS</th>
<th>ENVIRONMENT TYPE</th>
<th>TOTAL DATABASE STORAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>50 to 100</td>
<td>Production</td>
<td>50 GB</td>
</tr>
<tr>
<td></td>
<td>Test</td>
<td>50 GB</td>
</tr>
<tr>
<td></td>
<td>Development</td>
<td>50 GB</td>
</tr>
</tbody>
</table>
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:

<table>
<thead>
<tr>
<th>Recovery Time Objective (RTO)</th>
<th>Recovery Point Objective (RPO)</th>
<th>Target Service Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 hours</td>
<td>1 hour</td>
<td>99.5%</td>
</tr>
</tbody>
</table>

The Service Level Targets do not apply to the Non-Production Environment(s). The Target Service 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 will work with Oracle to establish and maintain the necessary private circuit, VPN or IP whitelisting solution, and to facilitate secure traffic between the Oracle servers and Your network.
- You, and not Oracle, are responsible and liable for impacts to the availability and performance of this Oracle Cloud Service due to system connectivity or external application problems associated with data loads initiated by You or Your Users or with any outbound integrations.
- You, and not Oracle, are responsible for the installation, configuration or monitoring of any on premise or hosted systems owned or operated by You.

Your Data Related Obligations

- For any initial data load or data migration, You will provide Oracle with data, in formats requested by Oracle, during the initial phases of the deployment of this Oracle Cloud Service.
- You, and not Oracle, are responsible for the correct formatting of any data provided to Oracle as part of any initial or ongoing data load.
- You will appoint a point of contact within Your organization authorized to work with Oracle to resolve incidents related to any data loading, import, export or interface process.
• You will provide all necessary data (e.g. test data, configuration data, samples of daily files for all Interfaces, historical data) 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, and not Oracle, are responsible for providing corrected, validated, formatted and cleansed data from Your source application(s).
• As reasonably requested 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 Service.
• You, and not Oracle, are responsible for downloading any data You require to a storage location local to Your organization when Oracle periodically removes data stored on the file storage server based on the data retention periods applicable to the Oracle Cloud Service.
• You are responsible for purchasing any additional storage required for Your use of the Oracle Cloud Service. Oracle will not automatically allocate additional storage.
• You, and not Oracle, are responsible for all data conversion/migration/cleansing activities, including:
  o Mapping any required existing transactional data to the pre-defined, supported Oracle format(s).
  o Exporting, cleansing and converting any historical transactional data that is to be migrated into this Oracle Cloud Service.

Your Implementation Obligations

• Gate reviews:
  o You must schedule the configurations and extensions gate review. This review may not occur before all extensions have been identified and associated solution designs have been finalized.
  o You must schedule the Operational Readiness gate review. This gate review is not to perform a complete readiness assessment for going live; its purpose is to validate select operational considerations have been made prior to go live. Completing this gate review requires validating the following:
    ▪ Full end to end batch execution has been tested in production environment, completing within customer defined batch window
    ▪ Production Environment has been performance tested for peak concurrent online usage
    ▪ Regression test process that will be used for future patches and version updates has been defined and executed
    ▪ You have reviewed and addressed obligations as defined in the service descriptions related to Your order
    ▪ You have reviewed the operational readiness advisory section of Your product Overview Guide (available on docs.oracle.com)

Your Operational Obligations

• You must operate a Generally Available version of this Oracle Cloud Service. GA and End of Life (EOL) dates are published in the Oracle Utilities Program Documentation¹
• You are responsible for all regression testing of maintenance packs and version updates, including the regression testing of integration with other Oracle or third party systems or solutions.
Assumptions

- You acknowledge and agree that Oracle's gate review services and any findings and/or recommendations are based on information made available by You and/or third parties at the time of the review. Any such review is intended to provide You with general information, and You acknowledge that a number of facts and circumstances outside the scope of such review may affect the outcome of Your project. Oracle findings and recommendations, therefore, may not provide a complete assessment of Your project and Oracle is not responsible or liable for any actions You take based on any such findings or recommendations.
- You may not use this Oracle Cloud Service for production activities until You have successfully completed the following mandatory gate reviews:
  o Operational readiness gate review

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts.

Notwithstanding any statements in the Oracle Global Business Unit Cloud Services Pillar Document, Oracle will schedule production environment application upgrades and updates to occur on one Saturday a month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time. Oracle typically schedules core system maintenance, if required, to occur on any other Saturday of the month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time.

Oracle Utilities Work and Asset Cloud Service, Basic User add-on – Per Hosted Named User

Part #: B92308

You must first purchase Oracle Utilities Work and Asset Cloud Service – Per Hosted Named User (Part # B91131).

All Secure Data Transfer Obligations and Data Related Obligations are as provided in the Oracle Utilities Work and Asset Cloud Service - Service Descriptions.

Usage Limits

For this Oracle Cloud Service, the Hosted Named Users, as specified in Your order, are provided the following limited access:

- Full access to the following portals:
  o Work Activity
  o Service History
  o Timesheet
  o Work Request
- Limited access to the Material Request portal in order to Create, Update and Delete Material Requests only.
- Read-only access to all other portals.

Any use not expressly permitted above is not included.
Oracle Cloud Policies and Pillar Documentation

Your order for this Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts.

Oracle Utilities Work and Asset Cloud Service, Additional Data Storage – Per 250 Gigabytes

Part #: B91132

Oracle Utilities Work and Asset Cloud Service, Additional Data Storage enables You to purchase two hundred and fifty (250) additional gigabytes of database storage for Your Production Environment beyond what is provided with the Oracle Utilities Work and Asset Cloud Service. Any additional database storage purchased for the Oracle Utilities Work and Asset Cloud Service Production Environment will also be added to each test environment provisioned as part of the Oracle Utilities Work and Asset Cloud Service or any Oracle Utilities Work and Asset Cloud Service, Additional Test Environment instances.

You may make multiple purchases of Additional Data Storage for the Oracle Utilities Work and Asset Cloud Service. If You make more than two (2) 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 Work and Asset Cloud Service, Additional Data Storage applies for the duration of the Service Period of the Oracle Utilities Work and Asset Cloud Service under Your order.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts.

Oracle Utilities Work and Asset Cloud Service, Additional Development Environment - Instance

Part #: B91133

The Oracle Utilities Work and Asset 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 Work and Asset 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 Work and Asset Cloud Service.
• A maximum total of ten (10) development environments, including any development environment(s) originally provisioned as part of the pre-requisite Oracle Utilities Work and Asset Cloud Service.

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

All Additional Oracle Utilities Work and Asset Cloud Service, Additional Development Environments purchased will be equivalent to the development environment(s) included as part of the pre-requisite Oracle Utilities Work and Asset Cloud Service.

Usage Limits

Oracle Utilities Work and Asset Cloud Service, Additional Development Environments are subject to usage limits based on the following:

• The number of Hosted Named Users specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Work and Asset Cloud Service.
• The storage limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the pre-requisite Oracle Utilities Work and Asset Cloud Service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts.

Oracle Utilities Work and Asset Cloud Service, Additional Database Storage for Development Environment – Per 250 Gigabytes

Part #: B91135

Oracle Utilities Work and Asset Cloud Service, Additional Database Storage for Development Environments enables You to purchase two hundred and fifty (250) additional gigabytes of database storage for a specified development environment over and above the database storage provided as part of Oracle Utilities Work and Asset Cloud Service or any Oracle Utilities Work and Asset Cloud Service, Additional Development Environment instances.

You may purchase multiple instances of the Oracle Utilities Work and Asset Cloud Service, Additional Database Storage for Development Environments, however more than two (2) 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 development environment(s) to which the Oracle Utilities Work and Asset Cloud Service, Additional Database Storage for Development Environments should be provisioned.

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

**Oracle Cloud Policies and Pillar Documentation**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery and the Oracle Global Business Unit Cloud Services Pillar Document Policies which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle Utilities Work and Asset Cloud Service, Additional Test Environment - Instance**

Part #: B91134

The Oracle Utilities Work and Asset 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 Work and Asset 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 Work and Asset Cloud Service.
- A maximum total of three (3) test environments (including the test environment(s) provisioned as part of the pre-requisite Oracle Utilities Work and Asset Cloud Service).

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

All Additional Oracle Utilities Work and Asset Cloud Service, Additional Test Environments purchased will be equivalent to the test environment(s) included as part of the pre-requisite Oracle Utilities Work and Asset 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 Work and Asset Cloud Service Production Environment will also be added to each test environment provisioned as part of the pre-requisite Oracle Utilities Work and Asset Cloud Service or any Oracle Utilities Work and Asset Cloud Service, Additional Test Environment instances.

**Usage Limits**

Oracle Utilities Work and Asset Cloud Service, Additional Test Environments are subject to usage limits based on the following:

- The number of Hosted Named Users specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Work and Asset Cloud Service.
- The storage limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the pre-requisite Oracle Utilities Work and Asset Cloud Service.
Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts.
ORACLE UTILITIES OPERATIONAL DEVICE CLOUD SERVICE

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

Part #: B91136
Retired 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

Users of the Oracle Utilities Operational Device Cloud Service may leverage Implementation Support and Live Operate services as defined in the Program Documentation.

Usage Limits

The Oracle Utilities Operational Device Cloud Service is subject to usage limits based on the following:

- A maximum number of 100 Utilities Assets per Month as defined in Your order.
- Oracle will provision three (3) Environments for this Oracle Cloud Service: one (1) Production Environment and two (2) Non-Production Environments (test and development).
- Non-Production Environment data may be refreshed, at Your request, no more than once in any three (3) month period, 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.
- Usage of any provided functional testing tools is limited to:
  o Testing related to this Oracle Cloud Service only
  o Testing in Non-Production Environments only
  o Functional testing only (e.g. no performance/stress testing)
  o A maximum of 40 users
- Usage of any application database schemas included in any provided data extracts is limited to the querying of data only.
- 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:

<table>
<thead>
<tr>
<th>100 UTILITIES ASSETS</th>
<th>ENVIRONMENT TYPE</th>
<th>TOTAL DATABASE STORAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,000 to 3,000</td>
<td>Production</td>
<td>50 GB</td>
</tr>
<tr>
<td></td>
<td>Test</td>
<td>50 GB</td>
</tr>
<tr>
<td></td>
<td>Development</td>
<td>50 GB</td>
</tr>
</tbody>
</table>
### 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:

<table>
<thead>
<tr>
<th>Recovery Time Objective (RTO)</th>
<th>Recovery Point Objective (RPO)</th>
<th>Target Service Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 hours</td>
<td>1 hour</td>
<td>99.5%</td>
</tr>
</tbody>
</table>

The Service Level Targets do not apply to the Non-Production Environment(s). The Target Service 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 will work with Oracle to establish and maintain the necessary private circuit, VPN or IP whitelisting solution, and to facilitate secure traffic between the Oracle servers and Your network.
- You, and not Oracle, are responsible and liable for impacts to the availability and performance of this Oracle Cloud Service due to system connectivity or external application problems associated with data loads initiated by You or Your Users or with any outbound integrations.
- You, and not Oracle, are responsible for the installation, configuration or monitoring of any on premise or hosted systems owned or operated by You.
Your Data Related Obligations

• For any initial data load or data migration, You will provide Oracle with data, in formats requested by Oracle, during the initial phases of the deployment of this Oracle Cloud Service.
• You, and not Oracle, are responsible for the correct formatting of any data provided to Oracle as part of any initial or ongoing data load.
• You will appoint a point of contact within Your organization authorized to work with Oracle to resolve incidents related to any data loading, import, export or interface process.
• You will 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, and not Oracle, are responsible for providing corrected, validated, formatted and cleansed data from Your source application(s).
• As reasonably requested 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 Service.
• You, and not Oracle, are responsible for downloading any data You require to a storage location local to Your organization when Oracle periodically removes data stored on the file storage server based on the data retention periods applicable to the Oracle Cloud Service.
• You are responsible for purchasing any additional storage required for Your use of the Oracle Cloud Service. Oracle will not automatically allocate additional storage.
• You, and not Oracle, are responsible for all data conversion/migration/cleansing activities, including:
  o Mapping any required existing transactional data to the pre-defined, supported Oracle format(s).
  o Exporting, cleansing and converting any historical transactional data that is to be migrated into this Oracle Cloud Service.

Your Implementation Obligations

• Gate reviews:
  o You must schedule the configurations and extensions gate review. This review may not occur before all extensions have been identified and associated solution designs have been finalized.
  o You must schedule the Operational Readiness gate review. This gate review is not to perform a complete readiness assessment for going live; its purpose is to validate select operational considerations have been made prior to go live. Completing this gate review requires validating the following:
    ▪ Full end to end batch execution has been tested in production environment, completing within customer defined batch window
    ▪ Production Environment has been performance tested for peak concurrent online usage
    ▪ Regression test process that will be used for future patches and version updates has been defined and executed
    ▪ You have reviewed and addressed obligations as defined in the Oracle service descriptions related to Your order
- You have reviewed the operational readiness advisory section of Your product Overview Guide (available on docs.oracle.com)

**Your Operational Obligations**

- You must operate a Generally Available version of this Oracle Cloud Service. GA and End of Life (EOL) dates are published in the Oracle Utilities Program Documentation

- You are responsible for all regression testing of maintenance packs and version updates, including the regression testing of integration with other Oracle or third party systems or solutions.

**Assumptions**

- You acknowledge and agree that Oracle’s gate review services and any findings and/or recommendations are based on information made available by You and/or third parties at the time of the review. Any such review is intended to provide You with general information, and You acknowledge that a number of facts and circumstances outside the scope of such review may affect the outcome of Your project. Oracle findings and recommendations, therefore, may not provide a complete assessment of Your project and Oracle is not responsible or liable for any actions You take based on any such findings or recommendations.

- You may not use this Oracle Cloud Service for production activities until You have successfully completed the following mandatory gate reviews:
  - Operational readiness gate review

**Oracle Cloud Policies and Pillar Documentation**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

Notwithstanding any statements in the Oracle Global Business Unit Cloud Services Pillar Document, Oracle will schedule production environment application upgrades and updates to occur on one Saturday a month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time. Oracle typically schedules core system maintenance, if required, to occur on any other Saturday of the month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time.

**Oracle Utilities Operational Device Cloud Service, Additional Data Storage – Per 250 Gigabytes**

Part #: B91137

Oracle Utilities Operational Device Cloud Service, Additional Data Storage enables You to purchase two hundred and fifty (250) additional gigabytes of database storage for Your Production Environment beyond what is provided with the Oracle Utilities Operational Device Cloud Service. Any additional database storage purchased for the Oracle Utilities Operational Device Cloud Service Production Environment will also be added to each test environment provisioned as part of the Oracle Utilities Operational Device Cloud Service or any Oracle Utilities Operational Device Cloud Service, Additional Test Environment instances.
You may make multiple purchases of Additional Data Storage for the Oracle Utilities Operational Device Cloud Service. If You make more than two (2) 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 Operational Device Cloud Service, Additional Data Storage applies for the duration of the Service Period of the Oracle Utilities Operational Device Cloud Service under Your order.

**Oracle Cloud Policies and Pillar Documentation**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle Utilities Operational Device Cloud Service, Additional Development Environment - Instance**

Part #: B91138

The Oracle Utilities Operational Device 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 Operational Device 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 Operational Device Cloud Service.
- A maximum total of ten (10) development environments, including any development environment(s) originally provisioned as part of the pre-requisite Oracle Utilities Operational Device Cloud Service.

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

All Additional Oracle Utilities Operational Device Cloud Service, Additional Development Environments purchased will be equivalent to the development environment(s) included as part of the pre-requisite Oracle Utilities Operational Device Cloud Service.

**Usage Limits**

Oracle Utilities Operational Device Cloud Service, Additional Development Environments are subject to usage limits based on the following:
• The number of 100 Utilities Assets per Month specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Operational Device Cloud Service.
• The storage limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the pre-requisite Oracle Utilities Operational Device Cloud Service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts.

Oracle Utilities Operational Device Cloud Service, Additional Database Storage for Development Environment – Per 250 Gigabytes

Part #: B91140

Oracle Utilities Operational Device Cloud Service, Additional Database Storage for Development Environments enables You to purchase two hundred and fifty (250) additional gigabytes of database storage for a specified development environment over and above the database storage provided as part of Oracle Utilities Operational Device Cloud Service or any Oracle Utilities Operational Device Cloud Service, Additional Development Environment instances.

You may purchase multiple instances of the Oracle Utilities Operational Device Cloud Service, Additional Database Storage for Development Environments, however more than two (2) 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 development environment(s) to which the Oracle Utilities Operational Device Cloud Service, Additional Database Storage for Development Environments should be provisioned.

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

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery and the Oracle Global Business Unit Cloud Services Pillar Document Policies which may be viewed at www.oracle.com/contracts.

Oracle Utilities Operational Device Cloud Service, Additional Test Environment

Part #: B91139

The Oracle Utilities Operational Device 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 Operational Device 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 Operational Device Cloud Service.
- A maximum total of three (3) test environments (including the test environment(s) provisioned as part of the pre-requisite Oracle Utilities Operational Device Cloud Service).

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

All Additional Oracle Utilities Operational Device Cloud Service, Additional Test Environments purchased will be equivalent to the test environment(s) included as part of the pre-requisite Oracle Utilities Operational Device 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 Operational Device Cloud Service Production Environment will also be added to each test environment provisioned as part of the pre-requisite Oracle Utilities Operational Device Cloud Service or any Oracle Utilities Operational Device Cloud Service, Additional Test Environment instances.

**Usage Limits**

Oracle Utilities Operational Device Cloud Service, Additional Test Environments are subject to usage limits based on the following:

- The number of 100 Utilities Assets per Month specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Operational Device Cloud Service.
- The storage limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the pre-requisite Oracle Utilities Operational Device Cloud Service.

**Oracle Cloud Policies and Pillar Documentation**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).
Oracle Utilities Customer Cloud Service – Per Billable Service Customer per Month

Part #: B90577
Retired Part #: B89070

Users of the Oracle Utilities Customer Cloud Service are authorized to access the following modules with restrictions for specific modules:

- Oracle Utilities Customer to Meter
  - Oracle Utilities Customer Care and Billing
  - Oracle Utilities Meter Data Management
  - Oracle Utilities Service Order Management
  - Oracle Utilities Operational Device Management

Use of the following features in Oracle Utilities Meter Data Management and Oracle Utilities Service Order Management is restricted to managing traditional scalar billing meter devices and unmetered item devices, unmetered item device processes, and supporting traditional scalar billing\(^2\) and unmetered item billing processes:

- Device Management and Device Installation
- Initial Measurement Data and Usage Management
  - For managing manual and drive-by reading requests and meter readings / reader remarks
- Data validation, editing and estimation (VEE) and creating usage transactions and billing determinants
- Communication activities such as:
  - Service investigative orders
  - Requesting field work (including appointments) and managing field work completion details to and from mobile workforce management systems

\(^2\) Scalar billing refers to readings or quantities that are typically uploaded and validated at the same frequency as the creation of bills related to those meter devices. Where granularity of usage is monthly or longer, these are also treated as scalar billing, irrespective of bill frequency. Scalar billing does not include register reads or interval data coming from interval/smart devices.

Examples of scalar billing include:
- Scalar meter data uploaded and validated monthly and billed monthly.
- Scalar meter data uploaded and validated monthly and billed quarterly.

Examples of billing not included with this subscription include but not limited to:
- Meter data that is uploaded and validated daily but billed monthly.
- MV-90 meters read monthly.
- Interval data or register reads from smart meters.
- Interval data or register reads from interval meters.
Requesting field work (including appointments) and managing field work completion details to and from mobile workforce management systems that are not directly related to any types of devices (e.g. tree trimming requests, etc.)

- Dashboard
- Totals and Trend

The above restrictions exclude the use of the above-listed modules and features for other processes, including, but not limited to, processing data for the purpose of interval billing (interval data or corresponding register reads), daily scalar billing (where meter data is uploaded and validated daily), device events, internet of things devices, smart meter commands and non-billing aggregations.

Any use not expressly permitted above is not included and requires a separate subscription to Oracle Utilities Customer Cloud Service, Advanced Meter Solution

Use of Oracle Utilities Operational Device Management functionality is restricted to the following features for those Utilities Devices directly relating to the Billable Service Customers per Month as defined in Your order:

- Asset Configuration and configuration reports
- Asset management for devices (not using general work management processing)
- Asset replication

Any use not expressly permitted above is not included and requires a separate subscription to Oracle Utilities Operational Device Cloud Service.

Users of the Oracle Utilities Customer Cloud Service may leverage Implementation Support and Live Operate services as defined in the Program Documentation.

Usage Limits

The Oracle Utilities Customer Cloud Service is subject to usage limits based on the following:

- A maximum number of Billable Service Customers per Month as defined in Your order.
- Oracle will provision three (3) Environments for this Oracle Cloud Service: one (1) Production Environment and (2) two Non-Production Environments (test and development).
- Non-Production Environment data may be refreshed, at Your request, no more than four (4) times as part of Implementation Support Services and no more than one (1) time as part of Live Operate Services in any three (3) month period, 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.
- Usage of any provided functional testing tools is limited to:
  - Testing related to this Oracle Cloud Service only
  - Testing in Non-Production Environments only
  - Functional testing only (e.g. no performance/stress testing)
  - A maximum of 40 users
- Usage of any application database schems included in any provided data extracts is limited to the querying of data only.
- The following storage limits apply for this Oracle Cloud Service:
<table>
<thead>
<tr>
<th>BILLABLE SERVICE CUSTOMER</th>
<th>ENVIRONMENT TYPE</th>
<th>TOTAL DATABASE STORAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 125,000</td>
<td>Production</td>
<td>250 GB</td>
</tr>
<tr>
<td></td>
<td>Test</td>
<td>250 GB</td>
</tr>
<tr>
<td></td>
<td>Development</td>
<td>250 GB</td>
</tr>
<tr>
<td>125,001 to 250,000</td>
<td>Production</td>
<td>500 GB</td>
</tr>
<tr>
<td></td>
<td>Test</td>
<td>500 GB</td>
</tr>
<tr>
<td></td>
<td>Development</td>
<td>250 GB</td>
</tr>
<tr>
<td>250,001 to 500,000</td>
<td>Production</td>
<td>750 GB</td>
</tr>
<tr>
<td></td>
<td>Test</td>
<td>750 GB</td>
</tr>
<tr>
<td></td>
<td>Development</td>
<td>250 GB</td>
</tr>
<tr>
<td>500,001 to 1,000,000</td>
<td>Production</td>
<td>1,250 GB</td>
</tr>
<tr>
<td></td>
<td>Test</td>
<td>1,250 GB</td>
</tr>
<tr>
<td></td>
<td>Development</td>
<td>500 GB</td>
</tr>
<tr>
<td>1,000,001 to 2,000,000</td>
<td>Production</td>
<td>2,000 GB</td>
</tr>
<tr>
<td></td>
<td>Test</td>
<td>2,000 GB</td>
</tr>
<tr>
<td></td>
<td>Development</td>
<td>500 GB</td>
</tr>
</tbody>
</table>

**Service Level Targets**

For purposes of Disaster Recovery and System 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:

<table>
<thead>
<tr>
<th>Recovery Time Objective (RTO)</th>
<th>Recovery Point Objective (RPO)</th>
<th>Target Service Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 hours</td>
<td>1 hour</td>
<td>99.5%</td>
</tr>
</tbody>
</table>

The Service Level Targets do not apply to the Non-Production Environment(s). The Target Service 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 will work with Oracle to establish and maintain the necessary private circuit, VPN or IP whitelisting solution, and to facilitate secure traffic between this Oracle Cloud Service and Your network.
• You, and not Oracle, are responsible and liable for impacts to the availability and performance of this Oracle Cloud Service due to system connectivity or external application problems associated with data loads initiated by You or Your Users or with any outbound integrations.
• You, and not Oracle, are responsible for the installation, configuration or monitoring of any on-premise or hosted systems owned or operated by You.

Your Data Related Obligations

• For any initial data load or data migration, You will provide Oracle with data, in formats requested by Oracle, during the initial phases of the deployment of this Oracle Cloud Service.
• You, and not Oracle, are responsible for the correct formatting of any data provided to Oracle as part of any initial or ongoing data load.
• You will appoint a point of contact within Your organization authorized to work with Oracle to resolve incidents related to any data loading, import, export or interface process.
• You will 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, and not Oracle, are responsible for providing corrected, validated, formatted and cleansed data from Your source application(s), or other data correction method permitted by Oracle.
• You will provideOracle, on a timely basis, with complete and accurate information and responses to questions as needed to support the performance of the Oracle Cloud Service.
• You, and not Oracle, are responsible for downloading any data You require to a storage location local to Your organization when Oracle periodically removes data stored on the file storage server based on the data retention periods applicable to the Oracle Cloud Service.
• You are responsible for purchasing any additional storage required for Your use of the Oracle Cloud Service. Oracle will not automatically allocate additional storage.
• You are responsible for ensuring that:
  i. all person identifications and bank account numbers stored in the Oracle Cloud Service are preconfigured for encryption in the database storage;
  ii. the preconfigured encryption settings are not disabled; and
  iii. encryption is enabled for additional personally identifiable information (PII) data You store elsewhere in the Oracle Cloud Service.
• You may only send, store, process and transmit token key data related to payment cardholder data in this Cloud Service, and may not store, process or transmit payment cardholder data in this Cloud Service. If You have an arrangement / relationship with a third-party payment card vault and tokenization service provider, You must ensure that such service provider also does not store, process or transmit payment cardholder data in this Cloud Service. If allocated, You are responsible for managing any third-party file storage account.
• You, and not Oracle, are responsible for all data conversion/migration/cleansing activities, including:
  o Mapping any required existing transactional data to the pre-defined, supported Oracle format(s).
  o Exporting, cleansing and converting any historical transactional data that is to be migrated into this Oracle Cloud Service.
Your Implementation Obligations

- Gate reviews:
  - You must schedule the configurations and extensions gate review. This review may not occur before all extensions have been identified and associated solution designs have been finalized.
  - You must schedule the Operational Readiness gate review. This gate review is not to perform a complete readiness assessment for going live; its purpose is to validate select operational considerations have been made prior to go live. Completing this gate review requires validating the following:
    - Full end to end batch execution has been tested in production environment, completing within customer defined batch window
    - Production Environment has been performance tested for peak concurrent online usage
    - Regression test process that will be used for future patches and version updates has been defined and executed
    - You have reviewed and addressed obligations as defined in the Oracle service descriptions related to Your order
    - You have reviewed the operational readiness advisory section of Your product Overview Guide (available on docs.oracle.com)

Your Operational Obligations

- You must operate a Generally Available version of this Oracle Cloud Service. GA and End of Life (EOL) dates are published in the Oracle Utilities Program Documentation
- You are responsible for all regression testing of maintenance packs and version updates, including the regression testing of integration with other Oracle or third party systems or solutions.

Assumptions

- You acknowledge and agree that Oracle's gate review services and any findings and/or recommendations are based on information made available by You and/or third parties at the time of the review. Any such review is intended to provide You with general information, and You acknowledge that a number of facts and circumstances outside the scope of such review may affect the outcome of Your project. Oracle findings and recommendations, therefore, may not provide a complete assessment of Your project and Oracle is not responsible or liable for any actions You take based on any such findings or recommendations.
- You may not use this Oracle Cloud Service for production activities until You have successfully completed the following mandatory gate reviews:
  - Operational readiness gate review

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts.

Notwithstanding any statements in the Oracle Global Business Unit Cloud Services Pillar Document, Oracle will schedule production environment application upgrades and updates to occur on one
Saturday a month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time. Oracle typically schedules core system maintenance, if required, to occur on any other Saturday of the month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time.

**Oracle Utilities Customer Cloud Service, Additional Utilities Customer Billable Service Type**

Part # B89071

Oracle Utilities Customer Cloud Service – Additional Utilities Customer Billable Service Type enables You to purchase Implementation Support and Live Operate Services for one (1) additional Utilities Customer Billable Service Type beyond what is provided with the Oracle Utilities Customer Cloud Service.

You may purchase multiple instances of this part, however more than two (2) 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 operational requirements.

Your purchase of Oracle Utilities Customer Cloud Service - Additional Utilities Customer Billable Service Type applies for the duration of the Service Period of the Oracle Utilities Customer Cloud Service under Your order.

**Oracle Cloud Policies and Pillar Documentation**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle Utilities Customer Cloud Service, Additional Development Environment**

Part #: B90580

Retired Part #: B89073

The Oracle Utilities Customer 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 Customer 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 Customer Cloud Service
- A maximum total of ten (10) development environments, including any development environment(s) originally provisioned as part of the pre-requisite Oracle Utilities Customer Cloud Service.

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

All Additional Oracle Utilities Customer Cloud Service, Additional Development Environments purchased will be equivalent to the development environment(s) included as part of the pre-requisite Oracle Utilities Customer Cloud Service.

Usage Limits

Oracle Utilities Customer Cloud Service, Additional Development Environments are subject to usage limits based on the following:

- The number of Billable Service Customer per Month specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Customer Cloud Service.
- The storage limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the pre-requisite Oracle Utilities Customer Cloud Service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts.

Oracle Utilities Customer Cloud Service, Additional Database Storage for Development Environments – Per 250 Gigabytes

Part #: B90579
Retired Part #: B89076

Oracle Utilities Customer Cloud Service, Additional Database Storage for Development Environments enables You to purchase two hundred and fifty (250) additional gigabytes of database storage for a specified development environment over and above the database storage provided as part of Oracle Utilities Customer Cloud Service or any Oracle Utilities Customer Cloud Service, Additional Development Environment instances.

You may purchase multiple instances of the Oracle Utilities Customer Cloud Service, Additional Database Storage for Development Environments, however more than two (2) 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 development environment(s) to which the Oracle Utilities Customer Cloud Service, Additional Database Storage for Development Environments should be provisioned.

Any Oracle Utilities Customer Cloud Service, Additional Database Storage for Development Environments purchased applies for the duration of the Service Period under the Ordering Document of the Oracle Utilities Customer Cloud Service Development Environment to which it is provisioned.
Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery and the Oracle Global Business Unit Cloud Services Pillar Document Policies which may be viewed at www.oracle.com/contracts.

Oracle Utilities Customer Cloud Service, Additional Test Environment

Part #: B90581
Retired Part #: B89072

The Oracle Utilities Customer 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 Customer 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 Customer Cloud Service.
- A maximum total of three (3) test environments (including the test environment(s) provisioned as part of the pre-requisite Oracle Utilities Customer Cloud Service).

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

All Additional Oracle Utilities Customer Cloud Service, Additional Test Environments purchased will be equivalent to the test environment(s) included as part of the pre-requisite Oracle Utilities Customer 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 Customer Cloud Service Production Environment will also be added to each test environment provisioned as part of the pre-requisite Oracle Utilities Customer Cloud Service or any Oracle Utilities Customer Cloud Service, Additional Test Environment instances.

Usage Limits

Oracle Utilities Customer Cloud Service, Additional Test Environments are subject to usage limits based on the following:

- The number of Billable Service Customer per Month specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Customer Cloud Service.
- The storage limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the pre-requisite Oracle Utilities Customer Cloud Service.
Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts.

Oracle Utilities Customer Cloud Service, Advanced Meter Solution – Utilities Device Data Channels per Month

Part # B90582
Retired Part # B90387

You must first purchase Oracle Utilities Customer Cloud Service. All Usage Limits, Service Level Targets, Secure Data Transfer Obligations, Data Related Obligations, Implementation Obligations, Operational Obligations and Assumptions are as provided in the Oracle Utilities Customer Cloud Service (Part # B90577) service description.

For the purposes of Customer Cloud Service, Advanced Meter Solution, the quantity of Utilities Device Data Channels subscribed to corresponds to those Utilities Device Data Channels that are not used for scalar billing  — i.e. those not already supported as part of the Oracle Utilities Customer Cloud Service subscription.

Users of Oracle Utilities Customer Cloud Service, Advanced Meter Solution 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 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 Management
- Oracle Utilities Operational Device Management

You may limit your deployment of Oracle Utilities Customer Cloud Service to Oracle Utilities Customer Cloud Service to Advanced Meter Solution only, however you are required to set up the administration and master data objects, as defined in the Program Documentation, for this option to be supported.

Use of Oracle Utilities Operational Device Management is restricted to those Utilities Devices managed by this Oracle Cloud Service, as derived from the number Utilities Device Data Channels per Month as defined in Your order.

3 You must host any Smart Grid Gateway adapter customizations that require changes to SOA components on PaaS or on-premise environments.

4 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.
Any use not expressly permitted above is not included and requires a separate subscription to Oracle Utilities Operational Device Cloud Service.

**Usage Limits**

The Oracle Utilities Customer Cloud Service, Advanced Meter Solution is subject to usage limits based on the following:

- A maximum number of Utilities Device Data Channels per Month as defined in Your order\(^5\).
- Oracle will provision three (3) Environments for this Oracle Cloud Service: one (1) Production Environment and two (2) Non-Production Environments (test and development).
- Non-Production Environment data may be refreshed, at Your request, no more than once in any three (3) month period, 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.
- Not more than thirteen (13) months of historic usage or consumption data may be migrated into this Oracle Cloud Service.
- Usage of any application database schemas included in any provided data extracts is limited to the querying of data only. The following database storage limits apply\(^6\) for this Oracle Cloud Service:

<table>
<thead>
<tr>
<th>ENVIRONMENT TYPE</th>
<th>TOTAL DATABASE STORAGE (GB)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Production</td>
<td>1,750 GB</td>
</tr>
<tr>
<td>Test</td>
<td>1,750 GB</td>
</tr>
<tr>
<td>Development</td>
<td>500 GB</td>
</tr>
</tbody>
</table>

**Your Data Related Obligations**

- You, and not Oracle, are responsible for all data conversion/migration/cleansing activities, including:
  - **Usage or Consumption Data:**
    - Mapping any required existing usage or consumption data to the pre-defined, supported Oracle format(s).
    - Exporting, cleansing and converting any historic usage or consumption data that is to be migrated into this Oracle Cloud Service.

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\(^5\) For the purposes of Customer Cloud Service, Advanced Meter Solution, the quantity of Utilities Device Data Channels subscribed to corresponds to those Utilities Device Data Channels that are not used for scalar billing\(^2\) – i.e. those not already supported as part of the Customer Cloud Service subscription.

\(^6\) Should the database storage limits for the Customer Cloud Service, Advanced Meter Solution differ to those limits that apply as part of the base Oracle Utilities Customer Cloud Service subscription, then the larger of the two limit values applies.
Assumptions

- You may not use this Oracle Cloud Service for production activities until You have successfully completed the following mandatory gate reviews:
  - Operational readiness gate review

Oracle Utilities Customer Cloud Service, Analytics Insights for Revenue Management

Part#: B92904 – Per Billable Service Customer

Part #: B92907 – Per Utilities Device Data Channels Per Month

Oracle Utilities Customer Cloud Service, Analytics Insights for Revenue Management is designed to deliver data-driven insights into Customer Cloud Service. The maintenance or upgrade schedule for any Customer Cloud Service Analytics Insights is the same as the schedule for the pre-requisite Oracle Utilities Customer Cloud Service.

To use this Oracle Utilities Customer Cloud Service, Analytics Insights for Revenue Management, You are required to first purchase and maintain the Oracle Utilities Customer Cloud Service, subject to the restrictions listed directly above.

By using the Oracle Utilities Customer Cloud Service, Analytics Insights for Revenue Management, You expressly give Oracle the right to access data in the Oracle Utilities Customer Cloud Service for the purposes of performing the statistical analysis required to deliver the insights provided as described in this Service Description for Analytics Insights for Revenue Management and for research and development.

Usage Limits

The Oracle Utilities Customer Cloud Service, Analytics Insights for Revenue Management is subject to usage limits based on:

- A maximum number of Billable Service Customers per Month as defined in Your order.
- Oracle will provision two Environments for this Oracle Cloud Service: one Production Environment, and one Non-Production Environments (Staging).
- Production to Non-Production refreshes will not be provided.
- These environments may also be used to host other services purchased by You from the Oracle Utilities Customer Cloud Service, Analytics Insights portfolio of services.

Data files are subject to automatic deletion as detailed in the program documentation. To maintain access to such data, or to store additional data exceeding the sizing defined in your contract, You must purchase from Oracle additional storage services or separately store such data outside of this Oracle Cloud Service.

- Additional data storage for Production and Non-production Environments may be purchased subject to additional fees.
- You are responsible for purchasing any additional storage required for Your use of the Oracle Utilities Customer Cloud Service, Analytics Insights. Oracle will not automatically allocate additional storage.
Service Level Targets

This Oracle Cloud Service has the following Service Level Targets

<table>
<thead>
<tr>
<th>Recovery Time Objective (RTO)</th>
<th>Recovery Point Objective (RPO)</th>
<th>Target Service Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 hours</td>
<td>1 hour</td>
<td>99.5%</td>
</tr>
</tbody>
</table>

Third Party Content:

Some Third Party Content made available by, through or as part of the Oracle Utilities Customer Cloud Service, Analytics Insights is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle nor its third party suppliers control or are responsible for such Third Party Content, and You bear all risks associated with access to and use of this content. In particular, with respect to real property ownership information provided by, through or as part of the Oracle Utilities Customer Cloud Service, Analytics Insights (“real property content”), (i) neither Oracle nor its third party supplier is responsible for and under any obligation to control, monitor or correct such real property content, (ii) any use of such real property content is at Your own risk, and (iii) You agree to defend and indemnify Oracle and its third party suppliers against any claim arising out of Your use of such real property content.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts.

Oracle Utilities Customer Cloud Service, Market Transaction Framework for United States Distribution – Per Billable Service Customers per Month

Part # B92986

You must first purchase Oracle Utilities Customer Cloud Service (Part #: B90577). All Secure Data Transfer Obligations and Data Related Obligations are as provided in the Oracle Utilities Customer Cloud Service - Service Descriptions.


Oracle will make available the following:

Usage Limits

This Cloud Service is subject to usage limits based on the following point:

- A maximum number of Billable Service Customers per Month as defined in Your order.

Oracle Cloud Policies and Pillar Documentation

Your order for this Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

Notwithstanding any statements in the Oracle Global Business Unit Cloud Services Pillar Document, Oracle will schedule production environment application upgrades and updates to occur on one Saturday a month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time. Oracle typically schedules core system maintenance, if required, to occur on any other Saturday of the month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time.

Oracle Utilities Customer Cloud Service, Integration Suite

Part # B92983

Users of the Oracle Utilities Customer Cloud Service, Integration Suite are authorized to access REST APIs that belong to the web service category of “Integration Suite APIs”.

The REST APIs included with this Oracle Cloud Service are delivered inactive by default and need to be set to active for use. The service scripts associated with these inbound web service operations are also initially delivered with an application service of “Integration Suite APIs” to indicate that the Integration Suite option is required and must be enabled by granting privileges to these application services via appropriate users and user groups.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Customer Cloud Service and are subject to the restrictions in the associated service description.

If You have also licensed Oracle Utilities Customer Cloud Service, Advanced Meter Solution, You will have access to the additional REST APIs for objects and functionality associated with that Cloud Service as they are made available.

Usage Limits

Exceeding a total daily quantity of API requests that is more than 10 times your total number of billable service customers may adversely affect service performance. (For example, if your cloud service is for 100,000 billable service customers, then API usage should not exceed 1,000,000 requests per day. The API requests included in the maximum count can originate from both Oracle and non-Oracle systems such as web self-service portals or mobile apps, Oracle Fusion Sales and Service Premium Cloud Service, digital assistants, etc.). Any impact or outage associated with excess use of API requests does not constitute “Unplanned Downtime” and shall not affect the calculation of the Service Availability Level or Service Uptime for purposes of the Oracle Cloud Service Level Agreement.
Service Level Targets

For purposes of Disaster Recovery and the Oracle Cloud Service Level Agreement 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:

<table>
<thead>
<tr>
<th>Recovery Time Objective (RTO)</th>
<th>Recovery Point Objective (RPO)</th>
<th>Target Service Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 hours</td>
<td>1 hour</td>
<td>99.5%</td>
</tr>
</tbody>
</table>

The Service Level Targets do not apply to the Non-Production Environment(s). The Target Service Availability Level 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.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).
Oracle Utilities Customer Care and Billing Cloud Service - Per Billable Service Customer per Month

Part #: B93369

Users of the Oracle Utilities Customer Care and Billing Cloud Service are authorized to access Oracle Utilities Customer Care and Billing with restrictions for specific features and modules.

- The Complex (Interval) Billing module is not permitted to be used.

Use of the meter reading feature in Oracle Utilities Customer Care and Billing Cloud Service is restricted to meter readings used for traditional scalar billing processes (e.g., billed monthly, quarterly, etc.) and ad hoc interim meter readings (e.g. from field work). Use of interval data is not permitted. Interval data is defined as a series of measurements taken at predefined intervals during a day (15 minutes, 30 minutes, hourly, daily, etc.).

Examples of scalar billing include:

- Scalar meter data uploaded and validated monthly and billed monthly.
- Scalar meter data uploaded and validated monthly and billed quarterly.

Examples of scalar billing not included with this subscription include but not limited to:

- Meter data that is uploaded and validated daily but billed monthly.

Users of the Oracle Utilities Customer Care and Billing Cloud Service may leverage Implementation Support and Live Operate services as defined in the Program Documentation

Usage Limits

The Oracle Utilities Customer Care and Billing Cloud Service is subject to usage limits based on the following:

- A maximum number of Billable Service Customers per Month as defined in Your order.
- Oracle will provision three (3) Environments for this Oracle Cloud Service: one (1) Production Environment and (2) two Non-Production Environments (test and development).
- Non-Production Environment data may be refreshed, at Your request, no more than four (4) times as part of Implementation Support Services and no more than one (1) time as part of Live Operate Services in any three (3) month period, 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.
- Usage of any provided functional testing tools is limited to:
  - Testing related to this Oracle Cloud Service only
  - Testing in Non-Production Environments only
- Functional testing only (e.g. no performance/stress testing)
- A maximum of 40 users.

The following storage limits apply for this Oracle Cloud Service:

<table>
<thead>
<tr>
<th>BILLABLE SERVICE CUSTOMER</th>
<th>ENVIRONMENT TYPE</th>
<th>TOTAL DATABASE STORAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 125,000</td>
<td>Production</td>
<td>250 GB</td>
</tr>
<tr>
<td></td>
<td>Test</td>
<td>250 GB</td>
</tr>
<tr>
<td></td>
<td>Development</td>
<td>250 GB</td>
</tr>
<tr>
<td>125,001 to 250,000</td>
<td>Production</td>
<td>500 GB</td>
</tr>
<tr>
<td></td>
<td>Test</td>
<td>500 GB</td>
</tr>
<tr>
<td></td>
<td>Development</td>
<td>250 GB</td>
</tr>
<tr>
<td>250,001 to 500,000</td>
<td>Production</td>
<td>750 GB</td>
</tr>
<tr>
<td></td>
<td>Test</td>
<td>750 GB</td>
</tr>
<tr>
<td></td>
<td>Development</td>
<td>250 GB</td>
</tr>
<tr>
<td>500,001 to 1,000,000</td>
<td>Production</td>
<td>1,250 GB</td>
</tr>
<tr>
<td></td>
<td>Test</td>
<td>1,250 GB</td>
</tr>
<tr>
<td></td>
<td>Development</td>
<td>500 GB</td>
</tr>
<tr>
<td>1,000,001 to 2,000,000</td>
<td>Production</td>
<td>2,000 GB</td>
</tr>
<tr>
<td></td>
<td>Test</td>
<td>2,000 GB</td>
</tr>
<tr>
<td></td>
<td>Development</td>
<td>500 GB</td>
</tr>
</tbody>
</table>

**Service Level Targets**

For purposes of Disaster Recovery and System 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:

<table>
<thead>
<tr>
<th>Recovery Time Objective (RTO)</th>
<th>Recovery Point Objective (RPO)</th>
<th>Target Service Availability</th>
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<td>99.5%</td>
</tr>
</tbody>
</table>

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 will work with Oracle to establish and maintain the necessary private circuit, VPN or IP whitelisting solution, and to facilitate secure traffic between this Oracle Cloud Service and Your network.
• You, and not Oracle, are responsible and liable for impacts to the availability and performance of this Oracle Cloud Service due to system connectivity or external application problems associated with data loads initiated by You or Your Users or with any outbound integrations.
• You, and not Oracle, are responsible for the installation, configuration or monitoring of any on premise or hosted systems owned or operated by You.

Your Data Related Obligations

• For any initial data load or data migration, You will provide Oracle with data, in formats requested by Oracle, during the initial phases of the deployment of this Oracle Cloud Service.
• You, and not Oracle, are responsible for the correct formatting of any data provided to Oracle as part of any initial or ongoing data load.
• You will appoint a point of contact within Your organization authorized to work with Oracle to resolve incidents related to any data loading, import, export or interface process.
• You will 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, and not Oracle, are responsible for providing corrected, validated, formatted and cleansed data from Your source application(s), or other data correction method permitted 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 Service.
• You, and not Oracle, are responsible for downloading any data You require to a storage location local to Your organization when Oracle periodically removes data stored on the file storage server based on the data retention periods applicable to the Oracle Cloud Service.
• You are responsible for purchasing any additional storage required for Your use of the Oracle Cloud Service. Oracle will not automatically allocate additional storage.
• You are responsible for ensuring that:
  i. all person identifications and bank account numbers stored in the Oracle Cloud Service are preconfigured for encryption in the database storage;
  ii. the preconfigured encryption settings are not disabled; and
  iii. encryption is enabled for additional personally identifiable information (PII) data You store elsewhere in the Oracle Cloud Service.
• You may only send, store, process and transmit token key data related to payment cardholder data in this Cloud Service, and may not store, process or transmit payment cardholder data in this Cloud Service. If You have an arrangement / relationship with a third-party payment card vault and tokenization service provider, You must ensure that such service provider also does not store, process or transmit payment cardholder data in this Cloud Service. If allocated, You are responsible for managing any third-party file storage account.
• You, and not Oracle, are responsible for all data conversion/migration/cleansing activities, including:
  o Mapping any required existing transactional data to the pre-defined, supported Oracle format(s).
  o Exporting, cleansing and converting any historical transactional data that is to be migrated into this Oracle Cloud Service.

Your Implementation Obligations

• Gate reviews:
  o You must schedule the configurations and extensions gate review. This review may not occur before all extensions have been identified and associated solution designs have been finalized.
  o You must schedule the Operational Readiness gate review. This gate review is not to perform a complete readiness assessment for going live; its purpose is to validate select operational considerations have been made prior to go live. Completing this gate review requires validating the following:
    ▪ Full end to end batch execution has been tested in production environment, completing within customer defined batch window
    ▪ Production environment has been performance tested for peak concurrent online usage
    ▪ Regression test process that will be used for future patches and version updates has been defined and executed
    ▪ You have reviewed and addressed obligations as defined in the service descriptions related to Your order
    ▪ You have reviewed the operational readiness advisory section of your product Overview Guide (available on docs.oracle.com)

Your Operational Obligations

• You must operate a Generally Available version of this Oracle Cloud Service. GA and End of Life (EOL) dates are published in the Oracle Utilities Program Documentation
• You are responsible for all regression testing of maintenance packs and version updates, including the regression testing of integration with other Oracle or third party systems or solutions.

Assumptions

• You acknowledge and agree that Oracle’s gate review services and any findings and/or recommendations are based on information made available by You and/or third parties at the time of the review. Any such review is intended to provide You with general information and You acknowledge that a number of facts and circumstances outside the scope of such review may affect the outcome of Your project. Oracle findings and recommendations, therefore, may not provide a complete assessment of Your project and Oracle is not responsible or liable for any actions You take based on any such findings or recommendations.
• You may not use this Oracle Cloud Service for production activities until you have successfully completed the following mandatory gate reviews:
  o Operational readiness gate review
Oracle Cloud Policies and Pillar Documentation

Your order for this Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts.

Notwithstanding any statements in the Oracle Global Business Unit Cloud Services Pillar Document, Oracle will schedule production environment application upgrades and updates to occur on one Saturday a month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time. Oracle typically schedules core system maintenance, if required, to occur on any other Saturday of the month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time.

Oracle Utilities Customer Care and Billing Cloud Service, Additional Data Storage – Per 500 Gigabytes

Part #: B93370

Oracle Utilities Customer Care and Billing Cloud Service, Additional Data Storage enables You to purchase five hundred (500) additional gigabytes of database storage for Your Production Environment beyond what is provided with the Oracle Utilities Customer Care and Billing Cloud Service. Any additional database storage purchased for the Oracle Utilities Customer Care and Billing Cloud Service Production Environment will also be added to each test environment provisioned as part of the Oracle Utilities Customer Care and Billing Cloud Service or any Oracle Utilities Customer Care and Billing Cloud Service - Additional Test Environment instances.

You may make multiple purchases of Additional Data Storage for the Oracle Utilities Customer Care and Billing Cloud Service. If You make more than two (2) 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 Customer Care and Billing Cloud Service, Additional Data Storage applies for the duration of the Service Period of the Oracle Utilities Customer Care and Billing Cloud Service under Your order.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts.

Oracle Utilities Customer Care and Billing Cloud Service, Additional Data Storage for Development Environments – Per 250 Gigabytes

Part #: B93371

Oracle Utilities Customer Care and Billing Cloud Service, Additional Database Storage for Development Environments enables You to purchase two hundred and fifty (250) additional gigabytes of database storage for a specified development environment over and above the database storage provided as part of Oracle Utilities Customer Care and Billing Cloud Service or any Oracle Utilities Customer Care and Billing Cloud Service, Additional Development Environment instances.
You may purchase multiple instances of the Oracle Utilities Customer Care and Billing Cloud Service, Additional Database Storage for Development Environments, however more than two (2) 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 development environment(s) to which the Oracle Utilities Customer Care and Billing Cloud Service, Additional Database Storage for Development Environments should be provisioned.

Any Oracle Utilities Customer Care and Billing Cloud Service, Additional Database Storage for Development Environments purchased applies for the duration of the Service Period under the Ordering Document of the Oracle Utilities Customer Care and Billing Cloud Service Development Environment to which it is provisioned.

**Oracle Cloud Policies and Pillar Documentation**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document* which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

### Oracle Utilities Customer Care and Billing Cloud Service, Additional Development Environment

**Part #: B93372**

The Oracle Utilities Customer Care and Billing 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 Customer Care and Billing 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 Customer Care and Billing Cloud Service.
- A maximum total of ten (10) development environments, including any development environment(s) originally provisioned as part of the pre-requisite Oracle Utilities Customer Care and Billing Cloud Service.

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

All Additional Oracle Utilities Customer Care and Billing Cloud Service, Additional Development Environments purchased will be equivalent to the development environment(s) included as part of the pre-requisite Oracle Utilities Customer Care and Billing Cloud Service.
Usage Limits

Oracle Utilities Customer Care and Billing Cloud Service, Additional Development Environments are subject to usage limits based on the following:

- The number of Billable Service Customers per Month specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Customer Care and Billing Cloud Service.
- The storage limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the pre-requisite Oracle Utilities Customer Care and Billing Cloud Service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts.

Oracle Utilities Customer Care and Billing Cloud Service, Additional Test Environment

Part #: B93373

The Oracle Utilities Customer Care and Billing 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 Customer Care and Billing 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 Customer Care and Billing Cloud Service.
- A maximum total of three (3) test environments (including the test environment(s) provisioned as part of the pre-requisite Oracle Utilities Customer Care and Billing Cloud Service).

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

All Additional Oracle Utilities Customer Care and Billing Cloud Service, Additional Test Environments purchased will be equivalent to the test environment(s) included as part of the pre-requisite Oracle Utilities Customer Care and Billing 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 Customer Care and Billing Cloud Service Production Environment will also be added to each test environment provisioned as part of the pre-requisite Oracle Utilities Customer Care and Billing Cloud Service or any Oracle Utilities Customer Care and Billing Cloud Service, Additional Test Environment instances.
Usage Limits

Oracle Utilities Customer Care and Billing Cloud Service, Additional Test Environments are subject to usage limits based on the following:

- The number of Billable Service Customers per Month specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Customer Care and Billing Cloud Service.
- The storage limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the pre-requisite Oracle Utilities Customer Care and Billing Cloud Service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts.

ORACLE UTILITIES CUSTOMER CLOUD SERVICE FOR RETAIL

Oracle Utilities Customer Cloud Service for Retail, Base – Per Instance

Part #: B92137

Users of the Oracle Utilities Customer Cloud Service for Retail are authorized to access the following modules with restrictions for specific modules:

- Oracle Utilities Customer to Meter
  - Oracle Utilities Customer Care and Billing
  - Oracle Utilities Meter Data Management
  - Oracle Utilities Smart Grid Gateway
  - Oracle Utilities Service Order Management
  - Oracle Utilities Operational Device Management

Use of Oracle Utilities Meter Data Management functionality is restricted to retail functions not including settlement.

Use of Oracle Utilities Operational Device Management functionality is restricted to the following features for those Utilities Devices directly relating to the Registration Points as defined in Your order:

- Asset Configuration and configuration reports
- Asset management for devices (not using general work management processing)
- Asset replication

Users of this cloud service may leverage Implementation Support and Live Operate services as defined in the Program Documentation1.

Usage Limits

The Oracle Utilities Customer Cloud Service for Retail is subject to usage limits based on the following:
• Oracle will provision three (3) Environments for this Oracle Cloud Service: one (1) Production Environment and (2) two Non-Production Environments (test and development).
• Non-Production Environment data may be refreshed, at Your request, no more than four (4) times as part of Implementation Support Services and no more than one (1) time as part of Live Operate Services in any three (3) month period, 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.
• Usage of any provided functional testing tools is limited to:
  o Testing related to this Oracle Cloud Service only
  o Testing in non-production environments only
  o Functional testing only (e.g. no performance/stress testing)
  o A maximum of 40 users
• Usage of any application database schemas included in any provided data extracts is limited to the querying of data only.

**Service Level Targets**

For purposes of Disaster Recovery and System 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:

<table>
<thead>
<tr>
<th>Recovery Time Objective (RTO)</th>
<th>Recovery Point Objective (RPO)</th>
<th>Target Service Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 hours</td>
<td>1 hour</td>
<td>99.5%</td>
</tr>
</tbody>
</table>

The Service Level Targets do not apply to the Non-Production Environment(s). The Target Service 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 will work with Oracle to establish and maintain the necessary private circuit, VPN or IP whitelisting solution, and to facilitate secure traffic between this Oracle Cloud Service and Your network.
• You, and not Oracle, are responsible and liable for impacts to the availability and performance of this Oracle Cloud Service due to system connectivity or external application problems associated with data loads initiated by You or Your Users or with any outbound integrations.
• You, and not Oracle, are responsible for the installation, configuration or monitoring of any on premise or hosted systems owned or operated by You.

**Your Data Related Obligations**

• For any initial data load or data migration, You will provide Oracle with data, in formats requested by Oracle, during the initial phases of the deployment of this Oracle Cloud Service.
• You, and not Oracle, are responsible for the correct formatting of any data provided to Oracle as part of any initial or ongoing data load.
• You will appoint a point of contact within Your organization authorized to work with Oracle to resolve incidents related to any data loading, import, export or interface process.
• You will 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, and not Oracle, are responsible for providing corrected, validated, formatted and cleansed data from Your source application(s), or other data correction method permitted 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 Service.
• You, and not Oracle, are responsible for downloading any data You require to a storage location local to Your organization when Oracle periodically removes data stored on the file storage server based on the data retention periods applicable to the Oracle Cloud Service.
• You are responsible for purchasing any additional storage required for Your use of the Oracle Cloud Service. Oracle will not automatically allocate additional storage.
• You are responsible for ensuring that:
  i. all person identifications and bank account numbers stored in the Oracle Cloud Service are preconfigured for encryption in the database storage;
  ii. the preconfigured encryption settings are not disabled; and
  iii. encryption is enabled for additional personally identifiable information (PII) data You store elsewhere in the Oracle Cloud Service.
• You may only send, store, process and transmit token key data related to payment cardholder data in this Cloud Service, and may not store, process or transmit payment cardholder data in this Cloud Service. If You have an arrangement / relationship with a third-party payment card vault and tokenization service provider, You must ensure that such service provider also does not store, process or transmit payment cardholder data in this Cloud Service. If allocated, You are responsible for managing any third-party file storage account.
• You, and not Oracle, are responsible for all data conversion/migration/cleansing activities, including:
  o Mapping any required existing transactional data to the pre-defined, supported Oracle format(s).
  o Exporting, cleansing and converting any historical transactional data that is to be migrated into this Oracle Cloud Service.

Your Implementation Obligations

• Gate reviews:
  o You must schedule the configurations and extensions gate review. This review may not occur before all extensions have been identified and associated solution designs have been finalized.
  o You must schedule the Operational Readiness gate review. This gate review is not to perform a complete readiness assessment for going live; its purpose is to validate select operational considerations have been made prior to go live. Completing this gate review requires validating the following:
▪ Full end to end batch execution has been tested in production environment, completing within customer defined batch window
▪ Production environment has been performance tested for peak concurrent online usage
▪ Regression test process that will be used for future patches and version updates has been defined and executed
▪ You have reviewed and addressed obligations as defined in the Oracle service descriptions related to Your order
▪ You have reviewed the operational readiness advisory section of your product Overview Guide (available on docs.oracle.com)

Your Operational Obligations

• You must operate a Generally Available version of this Oracle Cloud Service. GA and End of Life (EOL) dates are published in the Oracle Utilities Program Documentation
• You are responsible for all regression testing of maintenance packs and version updates, including the regression testing of integration with other Oracle or third party systems or solutions.

Assumptions

• You acknowledge and agree that Oracle’s gate review services and any findings and/or recommendations are based on information made available by You and/or third parties at the time of the review. Any such review is intended to provide You with general information, and You acknowledge that a number of facts and circumstances outside the scope of such review may affect the outcome of Your project. Oracle findings and recommendations, therefore, may not provide a complete assessment of Your project and Oracle is not responsible or liable for any actions You take based on any such findings or recommendations.
• You may not use this Oracle Cloud Service for production activities until you have successfully completed the following mandatory gate reviews:
  o Operational readiness gate review

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts.

Notwithstanding any statements in the Oracle Global Business Unit Cloud Services Pillar Document, Oracle will schedule production environment application upgrades and updates to occur on one Saturday a month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time. Oracle typically schedules core system maintenance, if required, to occur on any other Saturday of the month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time.

Oracle Utilities Customer Cloud Service for Retail, Registration Point – Per Registration Point per Month

Part #: B92138
Usage Limits

The Oracle Utilities Customer Cloud Service for Retail, Registration Point cloud service is subject to usage limits based on the following:

- For the purposes of this Oracle Cloud Service, one (1) Registration Point consists of (and is restricted to):
  - One (1) Billable Service Customer; and
  - Up to a maximum of four (4) Utilities Device Data Channels.
- The following storage limits apply for this Oracle Cloud Service:

<table>
<thead>
<tr>
<th>REGISTRATION POINTS</th>
<th>ENVIRONMENT TYPE</th>
<th>TOTAL DATABASE STORAGE (GB)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 10,000</td>
<td>Production</td>
<td>125 GB</td>
</tr>
<tr>
<td></td>
<td>Test</td>
<td>125 GB</td>
</tr>
<tr>
<td></td>
<td>Development</td>
<td>100 GB</td>
</tr>
<tr>
<td>10,001 to 50,000</td>
<td>Production</td>
<td>250 GB</td>
</tr>
<tr>
<td></td>
<td>Test</td>
<td>250 GB</td>
</tr>
<tr>
<td></td>
<td>Development</td>
<td>100 GB</td>
</tr>
<tr>
<td>50,001 to 125,000</td>
<td>Production</td>
<td>500 GB</td>
</tr>
<tr>
<td></td>
<td>Test</td>
<td>500 GB</td>
</tr>
<tr>
<td></td>
<td>Development</td>
<td>500 GB</td>
</tr>
<tr>
<td>125,000 to 750,000</td>
<td>Production</td>
<td>2,500 GB</td>
</tr>
<tr>
<td></td>
<td>Test</td>
<td>2,500 GB</td>
</tr>
<tr>
<td></td>
<td>Development</td>
<td>100 GB</td>
</tr>
<tr>
<td>750,001 to 5,000,000</td>
<td>Production</td>
<td>16,000 GB</td>
</tr>
<tr>
<td></td>
<td>Test</td>
<td>16,000 GB</td>
</tr>
<tr>
<td></td>
<td>Development</td>
<td>100 GB</td>
</tr>
</tbody>
</table>
Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts.

Oracle Utilities Customer Cloud Service for Retail, Integration Suite

Part #: B92984

Users of the Oracle Utilities Customer Cloud Service for Retail, Integration Suite are authorized to access REST APIs that belong to the web service category of “Integration Suite APIs”.

The REST APIs included with this Oracle Cloud Service are delivered inactive by default and need to be set to active for use. The service scripts associated with these inbound web service operations are also initially delivered with an application service of “Integration Suite APIs” to indicate that the Integration Suite option is required and must be enabled by granting privileges to these application services via appropriate users and user groups.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Customer Cloud Service for Retail, Registration Point and are subject to the restrictions in the associated service description listed above.

If You have also licensed Oracle Utilities Customer Cloud Service, UK Retail Solution or Oracle Utilities Customer Cloud Service for Retail, Base, You will have access to the additional REST APIs for objects and functionality associated with that Cloud Service as they are made available.

Usage Limits

Exceeding a total daily quantity of API requests that is more than 10 times your total number of Registration Points may adversely affect service performance. (For example, if your cloud service is for 100,000 registration points, then API usage should not exceed 1,000,000 requests per day. The API requests included in the maximum count can originate from both Oracle and non-Oracle systems such as web self-service portals or mobile apps, Oracle Fusion Sales and Service Premium Cloud Service, digital assistants, etc.) Any impact or outage associated with excess use of API requests does not constitute “Unplanned Downtime” and shall not affect the calculation of the Service Availability Level or Service Uptime for purposes of the Oracle Cloud Service Level Agreement.

Service Level Targets

For purposes of Disaster Recovery and the Oracle Service Level Agreement 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:

<table>
<thead>
<tr>
<th>Recovery Time Objective (RTO)</th>
<th>Recovery Point Objective (RPO)</th>
<th>Target Service Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 hours</td>
<td>1 hour</td>
<td>99.5%</td>
</tr>
</tbody>
</table>
The Service Level Targets do not apply to the Non-Production Environment(s). The Target Service Availability Level 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.

**Oracle Cloud Policies and Pillar Documentation**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts.

**Oracle Utilities Customer Cloud Service for Retail, United Kingdom Retail Solution, Base – Per Instance per Month**

Part #: B93168

AVAILABLE IN THE UNITED KINGDOM ONLY.

Prior to use of this Oracle Cloud Service, You must first purchase Oracle Utilities Customer Cloud Service for Retail, Base (Part # B92137). All Usage Limits, Service Level Targets, Secure Data Transfer Obligations, Data Related Obligations, Implementation Obligations, Operational Obligations and Assumptions are as provided in the Oracle Utilities Customer Cloud Service for Retail, Base (Part # B92137) service description.

Users of the Oracle Utilities Customer Cloud Service for Retail, United Kingdom Retail Solution, Base (“UK Retail Solution, Base”) are authorized to access all United Kingdom localization features documented in the Customer Cloud Service Global Retail Solution Catalogue available in My Oracle Support.

Oracle will make available the following:

- A United Kingdom Retail Solution Template in the English language
- For illustrative purposes, documentation describing some of the business processes that are the basis for the United Kingdom Retail Solution Template.

Oracle may, from time to time, communicate Oracle’s actions and plans in response to certain future Office of Gas and Electricity Market (Ofgem) regulatory requirements in a document called Customer Cloud Service Retail Solution Update in My Oracle Support.

**Oracle Cloud Policies and Pillar Documentation**

Your order for this Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts.

**Oracle Utilities Customer Cloud Service for Retail, United Kingdom Retail Solution, Registration Point – Per Registration Point per Month**

Part #: B93169

AVAILABLE IN THE UNITED KINGDOM ONLY.
Prior to use of this Oracle Cloud Service, You must first purchase Oracle Utilities Customer Cloud Service for Retail, United Kingdom Retail Solution, Base (Part # B93168).

**Usage Limits**

This Cloud Service is subject to usage limits based on the following point:

- A maximum number of Registration Points per Month as defined in Your order.

**Oracle Cloud Policies and Pillar Documentation**

Your order for this Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle Utilities Customer Cloud Service for Retail, Additional Data Storage for Development Environments – Per 250 Gigabytes**

Part #: B93173

Oracle Utilities Customer Cloud Service for Retail, Additional Database Storage for Development Environments enables You to purchase two hundred and fifty (250) additional gigabytes of database storage for a specified development environment over and above the database storage provided as part of Oracle Utilities Customer Cloud Service for Retail or any Oracle Utilities Customer Cloud Service for Retail, Additional Development Environment instances.

You may purchase multiple instances of the Oracle Utilities Customer Cloud Service for Retail, Additional Database Storage for Development Environments, however more than two (2) 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 development environment(s) to which the Oracle Utilities Customer Cloud Service for Retail, Additional Database Storage for Development Environments should be provisioned.

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

**Oracle Cloud Policies and Pillar Documentation**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).
Oracle Utilities Customer Cloud Service for Retail, Additional Data Storage – Per 500 Gigabytes

Part #: B93172

Oracle Utilities Customer Cloud Service for Retail, Additional Data Storage enables You to purchase five hundred (500) additional gigabytes of database storage for Your Production Environment beyond what is provided with the Oracle Utilities Customer Cloud Service for Retail. Any additional database storage purchased for the Oracle Utilities Customer Cloud Service for Retail Production Environment will also be added to each test environment provisioned as part of the Oracle Utilities Customer Cloud Service for Retail or any Oracle Utilities Customer Cloud Service for Retail - Additional Test Environment instances.

You may make multiple purchases of Additional Data Storage for the Oracle Utilities Customer Cloud Service for Retail. If You make more than two (2) 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 Customer Cloud Service for Retail, Additional Data Storage applies for the duration of the Service Period of the Oracle Utilities Customer Cloud Service for Retail under Your order.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts.

Oracle Utilities Customer Cloud Service for Retail, Additional Development Environment

Part #: B93171

The Oracle Utilities Customer Cloud Service for Retail, 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 Customer Cloud Service for Retail.

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 Customer Cloud Service for Retail.
- A maximum total of ten (10) development environments, including any development environment(s) originally provisioned as part of the pre-requisite Oracle Utilities Customer Cloud Service for Retail.
To use this Oracle Utilities Customer Cloud Service for Retail, Additional Development Environment, you are required to first purchase and maintain the Oracle Utilities Customer Cloud Service for Retail, subject to the restrictions listed directly above. If the Oracle Utilities Customer Cloud Service for Retail lapses or otherwise ends, the Oracle Utilities Customer Cloud Service for Retail, Additional Development Environment will also automatically end.

All Additional Oracle Utilities Customer Cloud Service for Retail, Additional Development Environments purchased will be equivalent to the development environment(s) included as part of the pre-requisite Oracle Utilities Customer Cloud Service for Retail.

**Usage Limits**

Oracle Utilities Customer Cloud Service for Retail, Additional Development Environments are subject to usage limits based on the following:

- The number of Registration Points per Month specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Customer Cloud Service for Retail.
- The storage limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the pre-requisite Oracle Utilities Customer Cloud Service for Retail.

**Oracle Cloud Policies and Pillar Documentation**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts.

**Oracle Utilities Customer Cloud Service for Retail, Additional Test Environment**

Part #: B93170

The Oracle Utilities Customer Cloud Service for Retail, 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 Customer Cloud Service for Retail.

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 Customer Cloud Service for Retail.
- A maximum total of three (3) test environments (including the test environment(s) provisioned as part of the pre-requisite Oracle Utilities Customer Cloud Service for Retail).

To use this Oracle Utilities Customer Cloud Service for Retail, Additional Test Environment, you are required to first purchase and maintain the Oracle Utilities Customer Cloud Service for Retail, subject to the restrictions listed directly above. If the Oracle Utilities Customer Cloud Service for Retail lapses or otherwise ends, the Oracle Utilities Customer Cloud Service for Retail – Additional Test Environment will also automatically end.
All Additional Oracle Utilities Customer Cloud Service for Retail, Additional Test Environments purchased will be equivalent to the test environment(s) included as part of the pre-requisite Oracle Utilities Customer Cloud Service for Retail.

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

Usage Limits

Oracle Utilities Customer Cloud Service for Retail, Additional Test Environments are subject to usage limits based on the following:

- The number of Registration Points per Month specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Customer Cloud Service for Retail.
- The storage limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the pre-requisite Oracle Utilities Customer Cloud Service for Retail.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts.
Oracle Utilities Rate Cloud Service – Billable Service Customer per Month

Part #: B90900

Users of the Oracle Utilities Rate Cloud Service are authorized to access the rate engine within the Oracle Utilities Customer to Meter Base product.

Use of the rate engine module in Oracle Utilities Customer to Meter Base is restricted to calculations based on traditional scalar or volume-based billing quantities; it does not include capabilities for generating billing determinants from interval data inputs.

Users of the Oracle Utilities Rate Cloud Service may leverage Implementation Support and Live Operate services as defined in the program Documentation.

Usage Limits

The Oracle Utilities Rate Cloud Service is subject to usage limits based on the following:

- A maximum number of Billable Service Customers per Month as defined in Your order.
- Oracle will provision three Environments for this Cloud Service: one Production Environment and one Non-Production Environment (e.g. development, test).
- This Cloud Service is intended to store rates and related configuration only. It is not intended to store any customer data or transaction data.
- A maximum of 100 (one hundred) rate calculation rules per Billable Service Customer.
- Usage of any application database schemas included in any provided data extracts is limited to the querying of data only.
- The following storage limits apply for the Oracle Utilities Rate Cloud Service per the applicable Environment:

<table>
<thead>
<tr>
<th>ENVIRONMENT TYPE</th>
<th>TOTAL DATABASE STORAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Production</td>
<td>20 GB</td>
</tr>
<tr>
<td>Non-Production</td>
<td>20 GB</td>
</tr>
</tbody>
</table>

Service Level Targets

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

<table>
<thead>
<tr>
<th>Recovery Time Objective (RTO)</th>
<th>Recovery Point Objective (RPO)</th>
<th>Target Service Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 hours</td>
<td>1 hour</td>
<td>99.5%</td>
</tr>
</tbody>
</table>
The Service Level Targets do not apply to the Non-Production Environment(s). The Target Service Availability Level 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 will work with Oracle to establish and maintain the necessary private circuit, VPN or IP whitelisting solution, and to facilitate secure traffic between the Oracle servers and Your network.
- You, and not Oracle, are responsible and liable for impacts to the availability and performance of this Cloud Service due to system connectivity or external application problems associated with data loads initiated by You or Your Users or with any outbound integrations.
- You, and not Oracle, are responsible for the installation, configuration or monitoring of any on premise or hosted systems owned or operated by You.

Your Data Related Obligations

- You will appoint a point of contact within Your organization authorized to work with Oracle to resolve incidents related to interface process.
- You will provide all necessary data (e.g., test data, configuration data, samples of Interface files, etc.) to support Your use of this Cloud Service, in format(s) requested 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 Cloud Service.
- You, and not Oracle, are responsible for downloading any data You require to a storage location local to Your organization when Oracle periodically removes data stored on the file storage server based on the data retention periods applicable to the Cloud Service.

Your Operational Obligations

- You must operate a Generally Available version of this Oracle Cloud Service. GA and End of Life (EOL) dates are published in the Oracle Utilities Program Documentation.
- You are responsible for all regression testing of maintenance packs and version updates, including the regression testing of integration with other Oracle or third party systems or solutions.

Oracle Cloud Policies and Pillar Documentation

Your order for this Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts.

Notwithstanding any statements in the Oracle Global Business Unit Cloud Services Pillar Document, Oracle will schedule production environment application upgrades and updates to occur on one Saturday a month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time. Oracle typically schedules core system maintenance, if required, to occur on any other Saturday of the month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time.
ORACLE UTILITIES BILLING CLOUD SERVICE

Oracle Utilities Billing Cloud Service – Per Billable Service Customer per Month

Part #: B92661

Users of the Oracle Utilities Billing Cloud Service are authorized to access the capabilities in the following application components in Oracle Utilities Customer to Meter to support billing related functions:

- Oracle Utilities Customer Care and Billing
- Oracle Utilities Meter Data Management
- Oracle Utilities Smart Grid Gateway
  - Oracle Utilities Smart Grid Gateway MV-90 Adapter for Itron
  - SGG Adapter Development Kit for billing related reads

Use of Oracle Utilities Customer to Meter is restricted to supporting and performing billing related functions as defined in the Program Documentation. Users of this cloud service may leverage Implementation Support and Live Operate services as defined in the Program Documentation.

Usage Limits

The Oracle Utilities Billing Cloud Service is subject to usage limits based on the following:

- A maximum number of Billable Service Customers per Month as defined in Your order and up to five Utilities Device Data Channels per Month for each Billable Service Customer per Month
- Oracle will provision three (3) Environments for this Oracle Cloud Service: one (1) Production Environment and (2) two Non-Production Environments (test and development).
- Non-Production Environment data may be refreshed, at Your request, no more than four (4) times as part of Implementation Support Services and no more than one (1) time as part of Live Operate Services in any three (3) month period, 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.
- Not more than thirteen (13) months of historic usage or consumption data may be migrated into this Oracle Cloud Service
- Usage of any provided functional testing tools is limited to:
  - Testing related to this Oracle Cloud Service only (in non-production environments only)
  - Functional testing only (e.g. no performance/stress testing)
  - A maximum of 40 Hosted Named Users
- Usage of any application database schemas included in any provided data extracts is limited to the querying of data only.
- The following storage limits apply for this Oracle Cloud Service:
<table>
<thead>
<tr>
<th>BILLABLE SERVICE CUSTOMERS</th>
<th>ENVIRONMENT TYPE</th>
<th>TOTAL DATABASE STORAGE (GB)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 10,000</td>
<td>Production</td>
<td>150 GB</td>
</tr>
<tr>
<td></td>
<td>Test</td>
<td>150 GB</td>
</tr>
<tr>
<td></td>
<td>Development</td>
<td>100 GB</td>
</tr>
<tr>
<td>10,001 to 15,000</td>
<td>Production</td>
<td>200 GB</td>
</tr>
<tr>
<td></td>
<td>Test</td>
<td>200 GB</td>
</tr>
<tr>
<td></td>
<td>Development</td>
<td>100 GB</td>
</tr>
<tr>
<td>15,001 to 30,000</td>
<td>Production</td>
<td>300 GB</td>
</tr>
<tr>
<td></td>
<td>Test</td>
<td>300 GB</td>
</tr>
<tr>
<td></td>
<td>Development</td>
<td>100 GB</td>
</tr>
<tr>
<td>30,001 to 125,000</td>
<td>Production</td>
<td>1,000 GB</td>
</tr>
<tr>
<td></td>
<td>Test</td>
<td>1,000 GB</td>
</tr>
<tr>
<td></td>
<td>Development</td>
<td>100 GB</td>
</tr>
<tr>
<td>125,001 to 500,000</td>
<td>Production</td>
<td>4,000 GB</td>
</tr>
<tr>
<td></td>
<td>Test</td>
<td>4,000 GB</td>
</tr>
<tr>
<td></td>
<td>Development</td>
<td>100 GB</td>
</tr>
<tr>
<td>500,001 to 1,000,000</td>
<td>Production</td>
<td>7,500 GB</td>
</tr>
<tr>
<td></td>
<td>Test</td>
<td>7,500 GB</td>
</tr>
<tr>
<td></td>
<td>Development</td>
<td>100 GB</td>
</tr>
</tbody>
</table>

**Service Level Targets**

For purposes of Disaster Recovery and System 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:
Recovery Time Objective (RTO) | Recovery Point Objective (RPO) | Target Service Availability
--- | --- | ---
12 hours | 1 hour | 99.5%

The Service Level Targets do not apply to the Non-Production Environment(s). The Target Service 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 will work with Oracle to establish and maintain the necessary private circuit, VPN or IP whitelisting solution, and to facilitate secure traffic between this Oracle Cloud Service and Your network.
- You, and not Oracle, are responsible and liable for impacts to the availability and performance of this Oracle Cloud Service due to system connectivity or external application problems associated with data loads initiated by You or Your Users or with any outbound integrations.
- You, and not Oracle, are responsible for the installation, configuration or monitoring of any on-premise or hosted systems owned or operated by You.

### Your Data Related Obligations

- For any initial data load or data migration, You will provide Oracle with data, in formats requested by Oracle, during the initial phases of the deployment of this Oracle Cloud Service.
- You, and not Oracle, are responsible for the correct formatting of any data provided to Oracle as part of any initial or ongoing data load.
- You will appoint a point of contact within Your organization authorized to work with Oracle to resolve incidents related to any data loading, import, export or interface process.
- You will 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, and not Oracle, are responsible for providing corrected, validated, formatted and cleansed data from Your source application(s), or other data correction method permitted 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 Service.
- You, and not Oracle, are responsible for downloading any data You require to a storage location local to Your organization when Oracle periodically removes data stored on the file storage server based on the data retention periods applicable to the Oracle Cloud Service.
- You are responsible for purchasing any additional storage required for Your use of the Oracle Cloud Service. Oracle will not automatically allocate additional storage.
- You are responsible for ensuring that: (i) all person identifications stored in the Oracle Cloud Service are preconfigured for encryption in the database storage; (ii) the preconfigured encryption settings are not disabled; and (iii) encryption is enabled for additional personally identifiable information (PII) data You store elsewhere in the Oracle Cloud Service.
- You may not send, store, process and transmit token key data related to payment cardholder data or payment cardholder data in this Cloud Service.
• You, and not Oracle, are responsible for all data conversion/migration/cleansing activities, including:
  o Mapping any required existing transactional data to the pre-defined, supported Oracle format(s).
  o Exporting, cleansing and converting any historical transactional data that is to be migrated into this Oracle Cloud Service.

Assumptions

• You acknowledge and agree that Oracle’s gate review services and any findings and/or recommendations are based on information made available by You and/or third parties at the time of the review. Any such review is intended to provide You with general information, and You acknowledge that a number of facts and circumstances outside the scope of such review may affect the outcome of Your project. Oracle findings and recommendations, therefore, may not provide a complete assessment of Your project and Oracle is not responsible or liable for any actions You take based on any such findings or recommendations.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts.

Notwithstanding any statements in the Oracle Global Business Unit Cloud Services Pillar Document, Oracle will schedule production environment application upgrades and updates to occur on one Saturday a month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time. Oracle typically schedules core system maintenance, if required, to occur on any other Saturday of the month between 09:00 PM (Saturday) - 06:00 AM (Sunday) data center local time.

Oracle Utilities Billing Cloud Service, Additional Data Storage – Per 500 Gigabytes

Part #: B92725

Oracle Utilities Billing Cloud Service, Additional Data Storage enables You to purchase five hundred (500) additional gigabytes of database storage for Your Production Environment beyond what is provided with the Oracle Utilities Billing Cloud Service. Any additional database storage purchased for the Oracle Utilities Billing Cloud Service Production Environment will also be added to each test environment provisioned as part of the Oracle Utilities Billing Cloud Service or any Oracle Utilities Billing Cloud Service - Additional Test Environment instances.

You may make multiple purchases of Additional Data Storage for the Oracle Utilities Billing Cloud Service. If You make more than two (2) 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 Billing Cloud Service, Additional Data Storage applies for the duration of the Service Period of the Oracle Utilities Billing Cloud Service under Your order.
Oracle Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts.

Oracle Utilities Billing Cloud Service, Additional Development Environment

Part #: B92724

The Oracle Utilities Billing 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 Billing 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 Billing Cloud Service
- A maximum total of ten (10) development environments, including any development environment(s) originally provisioned as part of the pre-requisite Oracle Utilities Billing Cloud Service.

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

All Additional Oracle Utilities Billing Cloud Service, Additional Development Environments purchased will be equivalent to the development environment(s) included as part of the pre-requisite Oracle Utilities Billing Cloud Service.

Usage Limits

Oracle Utilities Billing Cloud Service, Additional Development Environments are subject to usage limits based on the following:

- The number of Billable Service Customers per Month specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Billing Cloud Service.
- The storage limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the pre-requisite Oracle Utilities Billing Cloud Service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts.
Oracle Utilities Billing Cloud Service, Additional Data Storage for Development Environments – Per 250 Gigabytes

Part #: B92726

Oracle Utilities Billing Cloud Service, Additional Database Storage for Development Environments enables You to purchase two hundred and fifty (250) additional gigabytes of database storage for a specified development environment over and above the database storage provided as part of Oracle Utilities Billing Cloud Service or any Oracle Utilities Billing Cloud Service, Additional Development Environment instances.

You may purchase multiple instances of the Oracle Utilities Billing Cloud Service, Additional Database Storage for Development Environments, however more than two (2) 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 development environment(s) to which the Oracle Utilities Billing Cloud Service, Additional Database Storage for Development Environments should be provisioned.

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

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts.

Oracle Utilities Billing Cloud Service, Additional Test Environment

Part #: B92723

The Oracle Utilities Billing 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 Billing 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 Billing Cloud Service.
- A maximum total of three (3) test environments (including the test environment(s) provisioned as part of the pre-requisite Oracle Utilities Billing Cloud Service).

To use this Oracle Utilities Billing Cloud Service, Additional Test Environment, You are required to first purchase and maintain the Oracle Utilities Billing Cloud Service, subject to the restrictions listed directly above. If the Oracle Utilities Billing Cloud Service lapses or otherwise ends, the Oracle Utilities Billing Cloud Service – Additional Test Environment will also automatically end.
All Additional Oracle Utilities Billing Cloud Service, Additional Test Environments purchased will be equivalent to the test environment(s) included as part of the pre-requisite Oracle Utilities Billing 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 Billing Cloud Service Production Environment will also be added to each test environment provisioned as part of the pre-requisite Oracle Utilities Billing Cloud Service or any Oracle Utilities Billing Cloud Service, Additional Test Environment instances.

Usage Limits

Oracle Utilities Billing Cloud Service, Additional Test Environments are subject to usage limits based on the following:

- The number of Billable Service Customers per Month specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Utilities Billing Cloud Service.
- The storage limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the pre-requisite Oracle Utilities Billing Cloud Service.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Global Business Unit Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts.
**Oracle Utilities, Additional Gate Review**

Part # B890391

Oracle Utilities, Additional Gate Review enables You to purchase one (1) additional gate review (which shall total no more than seven (7) days) in addition to the standard Implementation Support Services for the base Cloud Service for which this additional gate review is purchased.

You may purchase multiple instances of this part number. You are responsible for planning and scheduling the additional gate review with Oracle. Provide Oracle with the requested gate review date at least fourteen (14) days prior to the event.

**Implementation Support Services**

The Implementation Support Services specific to this additional gate review are as provided in the Oracle service descriptions for the specific Cloud Service for which this additional gate review is being purchased. There are no Live Operate Services included.

**Oracle Cloud Policies and Pillar Documentation**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Industry Cloud Services Pillar Document, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

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**Oracle Utilities Customer Cloud Service Non-Production Environment (For OPN Partners Only) - Per Environment**

Part # B92900

The Oracle Utilities Customer Cloud Service Non-Production Environment (For OPN Partners Only) is designed for non-production activities such as feature & function evaluation, trialing new features, partner configuration development, testing and demonstration.

The maintenance or upgrade schedule for this Oracle Cloud Service is independent of any Oracle Cloud Service production environments and will be defined and communicated by Oracle.

All Oracle Utilities Customer Cloud Service Non-Production Environment (For OPN Partners Only) are subject to the following contracting restrictions:

- A minimum Service Period of 12 months
- You are required to be an active Oracle Partner Network member to use this Oracle Cloud Service

Users of Oracle Utilities Customer Cloud Service Non-Production Environment (For OPN Partners Only) are authorized to access the following modules and features:

- Oracle Utilities Customer to Meter
  - Oracle Utilities Customer Care and Billing
  - Oracle Utilities Meter Data Management
Oracle Utilities Service Order Management
Oracle Utilities Operational Device Management

Disaster Recovery, Customer Success Management, Implementation Support and Live Operate services are not included with this Oracle Cloud Service.

No Service Level Targets of any kind apply to this Oracle Cloud Service.

**Usage Limits**

The Oracle Utilities Customer Cloud Service Non-Production Environment (For OPN Partners Only), is subject to usage limits based on the following:

- This Oracle Cloud Service may not be used for production workloads
- You may not store any personally identifiable information (PII), bank account numbers, or any actual customer data in this Oracle Cloud Service.
- You may only send, store, process and transmit token key data related to payment cardholder data in this Oracle Cloud Service, and may not store, process or transmit payment cardholder data in this Oracle Cloud Service. If You have an arrangement / relationship with a third-party payment card vault and tokenization service provider, You must ensure that such service provider also does not store, process or transmit payment cardholder data in this Cloud Service.
- If allocated, You are responsible for managing any third-party file storage account.
- A maximum of 500 GB of total database storage
- Usage of any provided functional testing tools is limited to
  - Testing related to this Oracle Cloud Service only
  - Functional testing only (e.g. no performance/stress testing)
  - A maximum of 10 users
- Usage of any application database schemas included in any provided data extracts is limited to the querying of data only.

**Your Secure Data Transfer Obligations**

- You will work with Oracle to establish and maintain the necessary private circuit, VPN or IP whitelisting solution, and to facilitate secure traffic between this Oracle Cloud Service and Your network.
- You, and not Oracle, are responsible and liable for impacts to the availability and performance of this Oracle Cloud Service due to system connectivity or external application problems associated with data loads initiated by You or Your Users or with any outbound integrations.

**Oracle Cloud Policies and Pillar Documentation**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Industry Cloud Services Pillar Document, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle Utilities Work and Asset Cloud Service Non-Production Environment (For OPN Partners Only) - Per Environment**

Part # B92901
The Oracle Utilities Meter Solution Cloud Service Non-Production Environment (For OPN Partners Only) is designed for non-production activities such as feature & function evaluation, trialing new features, partner configuration development, testing and demonstration.

The maintenance or upgrade schedule for this Oracle Cloud Service is independent of any Oracle Cloud Service production environments and will be defined and communicated by Oracle.

All Oracle Utilities Customer Cloud Service Non-Production Environment (For OPN Partners Only) are subject to the following contracting restrictions:

- A minimum Service Period of 12 months
- You are required to be an active Oracle Partner Network member to use this Oracle Cloud Service

Users of Oracle Utilities Work and Asset Cloud Service Non-Production Environment (For OPN Partners Only) 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 Construction Work Management
- Oracle Utilities Work and Asset Management Connector for Geospatial Information Systems
- Oracle Utilities Operational Device Management

Disaster Recovery, Customer Success Management, Implementation Support and Live Operate services are not included with this Oracle Cloud Service.

No Service Level Targets of any kind apply to this Oracle Cloud Service.

**Usage Limits**

The Oracle Utilities Work and Asset Cloud Service Non-Production Environment (For OPN Partners Only), is subject to usage limits based on the following:

- This Oracle Cloud Service may not be used for production workloads
- You may not store any personally identifiable information (PII), bank account numbers, or any actual customer data in this Oracle Cloud Service.
- You may only send, store, process and transmit token key data related to payment cardholder data in this Oracle Cloud Service, and may not store, process or transmit payment cardholder data in this Oracle Cloud Service. If You have an arrangement / relationship with a third-party payment card vault and tokenization service provider, You must ensure that such service provider also does not store, process or transmit payment cardholder data in this Cloud Service.
- If allocated, You are responsible for managing any third-party file storage account.
- A maximum of 500 GB of total database storage
- Usage of any provided functional testing tools is limited to
  - Testing related to this Oracle Cloud Service only
  - Functional testing only (e.g. no performance/stress testing)
  - A maximum of 10 users
- Usage of any application database schemas included in any provided data extracts is limited to the querying of data only.
Your Secure Data Transfer Obligations

- You will work with Oracle to establish and maintain the necessary private circuit, VPN or IP whitelisting solution, and to facilitate secure traffic between this Oracle Cloud Service and Your network.
- You, and not Oracle, are responsible and liable for impacts to the availability and performance of this Oracle Cloud Service due to system connectivity or external application problems associated with data loads initiated by You or Your Users or with any outbound integrations.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Utilities Meter Solution Cloud Service Non-Production Environment (For OPN Partners Only) - Per Environment

Part # B92902

The Oracle Utilities Meter Solution Cloud Service Non-Production Environment (For OPN Partners Only) is designed for non-production activities such as feature & function evaluation, trialing new features, partner configuration development, testing and demonstration.

The maintenance or upgrade schedule for this Oracle Cloud Service is independent of any Oracle Cloud Service production environments and will be defined and communicated by Oracle.

All Oracle Utilities Meter Solution Cloud Service Non-Production Environment (For OPN Partners Only) are subject to the following contracting restrictions:

- A minimum Service Period of 12 months
- You are required to be an active Oracle Partner Network member to use this Oracle Cloud Service

Users of Oracle Utilities Meter Solution Cloud Service Non-Production Environment (For OPN Partners Only) are authorized to access the following modules and features:

- Oracle Utilities Meter Data Management
- Oracle Utilities Smart Grid Gateway
- Oracle Utilities Service Order Management
- Oracle Utilities Operational Device Management

Disaster Recovery, Customer Success Management, Implementation Support and Live Operate services are not included with this Oracle Cloud Service.

No Service Level Targets of any kind apply to this Oracle Cloud Service.

Usage Limits

The Oracle Utilities Customer Cloud Service Non-Production Environment (For OPN Partners Only) is subject to usage limits based on the following:
• This Oracle Cloud Service may not be used for production workloads
• You may not store any personally identifiable information (PII), bank account numbers, or any actual customer data in this Oracle Cloud Service.
• You may only send, store, process and transmit token key data related to payment cardholder data in this Oracle Cloud Service, and may not store, process or transmit payment cardholder data in this Oracle Cloud Service. If You have an arrangement / relationship with a third-party payment card vault and tokenization service provider, You must ensure that such service provider also does not store, process or transmit payment cardholder data in this Cloud Service.
• If allocated, You are responsible for managing any third-party file storage account.
• A maximum of 500 GB of total database storage
• Usage of any provided functional testing tools is limited to
  o Testing related to this Oracle Cloud Service only
  o Functional testing only (e.g. no performance/stress testing)
  o A maximum of 10 users
• Usage of any application database schemas included in any provided data extracts is limited to the querying of data only.

**Your Secure Data Transfer Obligations**

• You will work with Oracle to establish and maintain the necessary private circuit, VPN or IP whitelisting solution, and to facilitate secure traffic between this Oracle Cloud Service and Your network.
• You, and not Oracle, are responsible and liable for impacts to the availability and performance of this Oracle Cloud Service due to system connectivity or external application problems associated with data loads initiated by You or Your Users or with any outbound integrations.

**Oracle Cloud Policies and Pillar Documentation**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle Industry Cloud Services Pillar Document, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).