

Oracle Global Customer Support

Separate Third-Party Artificial Intelligence Terms

The Oracle Global Customer Support Portal may provide access to AI Features that utilize or incorporate third-party AI, as described in the Support Portal Terms of Use. Such AI Features are subject to separate terms and conditions imposed by the applicable third-party providers (“**Separate Third-Party AI Terms**”), as outlined in this document.

AI Feature	AI Model Provider and Model	Separate Third-Party AI Terms
AI Support Assistant	OpenAI GPT-5	Appendix B
	OpenAI GPT-5 mini	Appendix B
	OpenAI GPT-5.4 mini	Appendix B
	Built with Meta Llama 3.3	Appendix A
Resolution Agent	OpenAI GPT-5	Appendix B
	OpenAI GPT-5 mini	Appendix B
	OpenAI GPT-5.4 mini	Appendix B
	Built with Meta Llama 3.3	Appendix A

Appendix A

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Llama 3.3 License Agreement and AUP LLAMA 3.3 COMMUNITY LICENSE AGREEMENT

Llama 3.3 Version Release Date: December 6, 2024

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c. If you institute litigation or other proceedings against Meta or any entity (including a cross-claim or counterclaim in a lawsuit) alleging that the Llama Materials or Llama 3.3 outputs or results, or any portion of any of the foregoing, constitutes infringement of intellectual property or other rights owned or licensable by you, then any licenses granted to you under this Agreement shall terminate as of the date such litigation or claim is filed or instituted. You will indemnify and hold harmless Meta from and against any claim by any third party arising out of or related to your use or distribution of the Llama Materials.

6. Term and Termination. The term of this Agreement will commence upon your acceptance of this Agreement or access to the Llama Materials and will continue in full force and effect until terminated in accordance with the terms and conditions herein. Meta may terminate this Agreement if you are in breach of any term or condition of this Agreement. Upon termination of this Agreement, you shall delete and cease use of the Llama Materials. Sections 3, 4 and 7 shall survive the termination of this Agreement.

7. Governing Law and Jurisdiction. This Agreement will be governed and construed under the laws of the State of California without regard to choice of law principles, and the UN Convention on Contracts for the International Sale of Goods does not apply to this Agreement. The courts of California shall have exclusive jurisdiction of any dispute arising out of this Agreement.

Llama 3.3 Acceptable Use Policy

Meta is committed to promoting safe and fair use of its tools and features, including Llama 3.3. If you access or use Llama 3.3, you agree to this Acceptable Use Policy ("Policy"). The most recent copy of this policy can be found at https://www.llama.com/llama3_3/use-policy.

Prohibited Uses

We want everyone to use Llama 3.3 safely and responsibly. You agree you will not use, or allow others to use, Llama 3.3 to:

1. Violate the law or others' rights, including to:
 - a. Engage in, promote, generate, contribute to, encourage, plan, incite, or further illegal or unlawful activity or content, such as:
 - i. Violence or terrorism
 - ii. Exploitation or harm to children, including the solicitation, creation, acquisition, or dissemination of child exploitative content or failure to report Child Sexual Abuse Material
 - iii. Human trafficking, exploitation, and sexual violence
 - iv. The illegal distribution of information or materials to minors, including obscene materials, or failure to employ legally required age-gating in connection with such information or materials.

v. Sexual solicitation

vi. Any other criminal activity

b. Engage in, promote, incite, or facilitate the harassment, abuse, threatening, or bullying of individuals or groups of individuals

c. Engage in, promote, incite, or facilitate discrimination or other unlawful or harmful conduct in the provision of employment, employment benefits, credit, housing, other economic benefits, or other essential goods and services

d. Engage in the unauthorized or unlicensed practice of any profession including, but not limited to, financial, legal, medical/health, or related professional practices

e. Collect, process, disclose, generate, or infer private or sensitive information about individuals, including information about individuals' identity, health, or demographic information, unless you have obtained the right to do so in accordance with applicable law

f. Engage in or facilitate any action or generate any content that infringes, misappropriates, or otherwise violates any third-party rights, including the outputs or results of any products or services using the Llama Materials

g. Create, generate, or facilitate the creation of malicious code, malware, computer viruses or do anything else that could disable, overburden, interfere with or impair the proper working, integrity, operation or appearance of a website or computer system

h. Engage in any action, or facilitate any action, to intentionally circumvent or remove usage restrictions or other safety measures, or to enable functionality disabled by Meta

2. Engage in, promote, incite, facilitate, or assist in the planning or development of activities that present a risk of death or bodily harm to individuals, including use of Llama 3.3 related to the following:

a. Military, warfare, nuclear industries or applications, espionage, use for materials or activities that are subject to the International Traffic Arms Regulations (ITAR) maintained by the United States Department of State or to the U.S. Biological Weapons Anti-Terrorism Act of 1989 or the Chemical Weapons Convention Implementation Act of 1997

b. Guns and illegal weapons (including weapon development)

c. Illegal drugs and regulated/controlled substances

d. Operation of critical infrastructure, transportation technologies, or heavy machinery

e. Self-harm or harm to others, including suicide, cutting, and eating disorders

f. Any content intended to incite or promote violence, abuse, or any infliction of bodily harm to an individual

3. Intentionally deceive or mislead others, including use of Llama 3.3 related to the following:

a. Generating, promoting, or furthering fraud or the creation or promotion of disinformation

b. Generating, promoting, or furthering defamatory content, including the creation of defamatory statements, images, or other content

c. Generating, promoting, or further distributing spam

d. Impersonating another individual without consent, authorization, or legal right

e. Representing that the use of Llama 3.3 or outputs are human-generated

f. Generating or facilitating false online engagement, including fake reviews and other means of fake online engagement

4. Fail to appropriately disclose to end users any known dangers of your AI system

5. Interact with third party tools, models, or software designed to generate unlawful content or engage in unlawful or harmful conduct and/or represent that the outputs of such tools, models, or software are associated with Meta or Llama 3.3

With respect to any multimodal models included in Llama 3.3, the rights granted under Section 1(a) of the Llama 3.3 Community License Agreement are not being granted to you if you are an individual domiciled in, or a company with a principal place of business in, the European Union. This restriction does not apply to end users of a product or service that incorporates any such multimodal models.

Please report any violation of this Policy, software “bug,” or other problems that could lead to a violation of this Policy through one of the following means:

- Reporting issues with the model: <https://github.com/meta-llama/llama-models/issues>
- Reporting risky content generated by the model: developers.facebook.com/llama_output_feedback
- Reporting bugs and security concerns: facebook.com/whitehat/info
- Reporting violations of the Acceptable Use Policy or unlicensed uses of Llama 3.3: LlamaUseReport@meta.com

Appendix B

As a condition of using the specified Open AI software in the applicable AI Features in the Oracle Support Portal, You acknowledge that such use is limited to solely in support of Your Oracle Support Portal. In addition, You agree that You and Your Users will comply with the following terms:

1. You understand that the content of Your prompt (such as data, images, text) will be sent to an OpenAI endpoint that is outside of any Oracle managed datacenter associated with the Oracle Support Portal. All OpenAI endpoints accessed via the Oracle Support Portal are enabled for “Zero Data Retention” which means that prompts (a) will not be logged for human review and (b) will not be saved to disk or retained by OpenAI.
2. Your Users of the applicable AI Features in the Oracle Support Portal must be located in a country or territory that is supported by OpenAI; the full list of supported countries and territories is available at <https://help.openai.com/en/articles/5347006-openai-api-supported-countries-and-territories>.
3. Without limiting the applicability of other terms in Your order and Agreement, You agree that You will not and will not knowingly permit Your Users to use the OpenAI LLM in a way that violates OpenAI Policies, as described at the following links: Service-Specific Terms (<https://openai.com/policies/service-terms>), Sharing and Publication Policy (<https://openai.com/policies/sharing-publication-policy>), and Usage Policies (<https://openai.com/policies/usage-policies>). Further, You will not and will not knowingly permit Your Users to authorize or allow minors to use the OpenAI LLM without consent from their parent, guardian or instructor.