Oracle Energy and Water Cloud Services

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METRIC DEFINITIONS

100 Additional Requests per Minute is defined as a maximum of 100 additional REST or SOAP API requests You may make to the Cloud Service per minute (peak load) beyond the capacity initially purchased as part of the Oracle Cloud Service, including POST, GET, PUT, PATCH, and DELETE requests.

100 in Customer Count is defined as one hundred (100) individual customers whether Yours or Your Affiliate's. If You supply multiple utility services to one person or entity, that person or entity will count as a single customer. If a person or entity receives utility services at multiple locations (e.g., a chain store, an apartment building, or a municipality), each such location shall count as a single customer. For the purposes of the Oracle Utilities Opower Cloud Services, 100 in Customer Count is defined as the maximum number of Your and Your Affiliates individual customers who may receive benefit from the applicable service at any time, which may be less than Your total number of customers.

100 in Distributed Energy Resources Customer Count is defined as one hundred (100) of Your and Your Affiliates' individual customers with a type of Distributed Energy Resource (e.g., solar, electric vehicles, energy storage, etc.) that may receive benefit from the applicable service at any time, which may be less than Your total number of customers with Distributed Energy Resources. If one person or entity has multiple Distributed Energy Resources at one location, that person or entity will count as a single customer. If a person or entity has multiple Distributed Energy Resources at multiple locations (e.g., a chain store, an apartment building, or a municipality), each such location shall count as a single customer.

100 Utilities Assets 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.

100 Utilities Assets per Month is defined as the quantity of 100 Utilities Assets per Month consumed during a one month period.

100 Utilities Devices is defined as one hundred (100) Utilities Devices as defined below.

- **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.

250 Gigabytes (GB) per Month and **250 Gigabytes (GB) Storage Capacity per Month** 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.

Additional Batch Thread is defined as a one additional logical, concurrent background (batch) processing/execution thread per Production or Non-Production Environment which is made available to You for allocation via configuration of background processes (for that specific environment) per month beyond the capacity initially purchased as part of the Oracle Cloud Service.

Additional Concurrent Online User is defined as one additional individual authorized by You to access the Cloud Service (via the user interface) simultaneously at any single point in time per month beyond the capacity initially purchased as part of the Oracle Cloud Service.

Application is defined as a predefined set of functionality as set forth in the service description for the Oracle Cloud Service.

Billable Service Customer 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.

Billable Service Customer per Month is the number of Bilable Service Customers consumed during a one month period.

Core of Analytics Compute Capacity is defined as the CPU capacity equivalent of one physical core available for use by the Oracle Cloud Service.

Core of Data Store Compute Capacity is defined as the CPU capacity equivalent of one physical core available for use by the Oracle Cloud Service.

Door Hanger is defined as an advertisement fashioned to hang from the handle or knob of a door.

Each, for purposes of the Oracle Utilities Analytics Insights Cloud Service Base Platform only, is defined as a unit of production database storage, non-production (staging) database storage, file storage, and compute resources required to operate the Oracle Utilities Analytics Insights Cloud Service. The storage limits are defined in the Oracle Utilities Analytics Insights Cloud Service Base Platform service description.

ECPU is based on the number of cores elastically allocated from a pool of compute and storage servers.

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.

For purposes of Your Oracle learning subscription, Hosted Named Users may include Business Network Administrators, Endorsing Trading Partners and Participating Trading Partners and is not transferable.

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.

Instance is defined as a single deployment of the Cloud Service as defined in the service description. For details of deployment specific to the Cloud Service, please refer to the service descriptions.

Module is defined as a module on a communication to end customers.

Named Distribution Path is defined as a GoldenGate Distribution Path enabled by you to deliver a stream of Change Data Capture (CDC) information generated from the database of one (1) named Source Environment (either from a Production Environment or a Non-Production Environment).

Peak Megawatts Under Management is defined as the highest peak usage of megawatts by Your customers as recorded by the Cloud Service anytime during the Services Period.

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.

Report is defined as a communication that provides personalized information to end users.

Reporting Package is defined as a set of program metrics and analytics for utility users.

Settlement Entity is the lowest level of data that is required for a settlement process. This is usually a consumer's subscription account, service point, or metering device. These settlement entities can be defined by a project but are often defined by the market. Market examples include:

- Australia - National Metering Identifier (NMI)
- Texas (Ercot) - Electric Service Identifier (ESID)
- England - Meter Point Administration Number (MPAN)
- New Zealand - Installation Control Point (ICP)

Settlement Entities can be set up in either of two ways:

1. Using the traditional data model with usage subscription account, service points and metering devices; or
2. In an alternative approach, using "Settlement Item," a database record.

Terabyte and **TB of Storage Capacity** is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes through the Cloud Service.

Terabyte Storage Capacity per Month 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.

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.

GLOSSARY

AMI Platform is the integration of AMI data into the Opower platform, and the calculation of AMI insights for use in Oracle Utilities Opower products.

Batch Thread is one logical, concurrent background (batch) processing/execution thread per Production or Non-Production Environment which is made available to You for allocation via configuration of background processes (for that specific environment). The number of Batch Threads available to You in any specific environment can be viewed via the administration user interface.

Change Data Capture (CDC) is the process of identifing and tracking data that has changed (the "deltas") in a database so that action can be taken using the changed data.

CIS is defined as a Customer Information System.

CSM is the Oracle Customer Success Manager.

Customer Service Interface (CSI) is defined as an online support tool that provides utility support staff with information and functionality for management of the Oracle Utilities Opower program and answering of customer questions. It allows Customer Service Representatives (CSRs) to find customer accounts, view customer settings, and manage customer preferences.

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

GoldenGate Distribution Path sends the transaction of data from a GoldenGate Extract service (e.g., in the Source Environment) to a GoldenGate Replicat service (e.g., in the Target Environment), as further defined in the pre-requisite GoldenGate Cloud Service Program Documentation.

Insight is defined as information that can be leveraged to give residential or commercial customers improved understanding of their energy usage. For example, the Opower products generate insights about how a customer's energy use compares to that of their neighbors, or how their most recent bill compares to their last bill and why it is higher or lower.

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 varies in meaning depending on the category of service description.

- **For Oracle Utilities Enterprise SaaS Services (Customer Technology, Asset Technology, Grid and Network Technology, and General Services)**: 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 may not be used for production purposes or for performance testing. Test Non-Production Environments are 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.

- **For Oracle Utilities Opower Services**: Non-Production Environment may be either a test, backup or development environment provided to You as part of the Oracle Cloud Services. The Non-Production Environment is specifically sized and designed for development and

training purposes and may not be used for production purposes or for performance or stress testing. Any service levels, performance targets and disaster recovery described for the applicable Oracle Cloud Service are not applicable to Non-Production Environments.

- **For Oracle Utilities Analytics Insights Services**: Non-Production Environment may be either a Test, Staging, or Development Environment provided to You as part of the Oracle Cloud Services. The Development Environment is specifically sized and designed for development and training purposes. The Test environment is specifically sized and designed for functional testing and validating changes in the configuration prior to promotion to the Production Environment as well as for recreating events and duplicating issues occurring in the Production Environment for the purposes of troubleshooting and facilitating incident resolution. Staging environment is where the new version is implanted once released so the data scientist can tweak existing algorithms or build new algorithms before being moved to the production environment. The Non-Production Environments may not be used for production purposes or for performance or stress testing. Any service levels, performance targets and disaster recovery described for the applicable Oracle Cloud Service are not applicable to Non-Production Environments.

Oracle Utilities Enterprise SaaS Cloud Services is defined as the following set of Oracle Cloud Services:

- Oracle Utilities Billing Cloud Service
- Oracle Utilities Customer Care and Billing Cloud Service
- Oracle Utilities Customer Cloud Service
- Oracle Utilities Customer Cloud Service for Retail
- Oracle Utilities Digital Asset Cloud Service
- Oracle Utilities Generation Asset Manager Cloud Service
- Oracle Utilities Java Migration Cloud Service
- Oracle Utilities Meter Solution Cloud Service
- Oracle Utilities Operational Device Cloud Service (retired)
- Oracle Utilities Work and Asset Cloud Service

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.

Program Documentation, as defined in the Agreement, is made available on docs.oracle.com (Industries → Oracle Energy and Water).

REST API is defined as Representational State Transfer (REST) Application Programming Interface (API).

SOAP API is defined as Simple Object Access Protocol (SOAP) Application Programming Interface (API).

Template is a set of pre-configurations used as a project accelerator for a Cloud Service.

Oracle Energy and Water Bill Payment Integration Validation (% applied to net processing fee, expressed as a decimal)

Part #: B98102 – per Net Processing Fee

Oracle Energy and Water Bill Payment Integration Validation provides:

(i)   a payments interface technology that facilitates interoperation between Oracle CIS Products and Your payment processing solution ("Oracle Payment Interface"), and

(ii)   product validation and on-going integration support for utility bill payment companies looking to build repeatable integrations between their Electronic Payment processing solution and Oracle CIS Products.

The Oracle Energy and Water Bill Payment Integration Validation requires that Your utility customer first purchase and concurrently maintain at least one Oracle Energy Water Customer Information Solution product ("CIS Products") including, but not limited to:

- Oracle Utilities Customer Care and Billing
  - For Residential Customers, and For Commercial & Industrial Customers
- Oracle Utilities Customer to Meter
- Oracle Utilities Customer Cloud Service
- Oracle Utilities Customer to Meter Subscription
- Oracle Utilities Customer Cloud Service
- Oracle Utilities Customer Care and Billing Cloud Service
- Oracle Customer Experience for Utilities – Fusion Agent Service Cloud Service
- Oracle Customer Experience for Utilities – Fusion Sales Cloud Service

Billing

You will be charged a sum equal to the listed rate (% expressed as a decimal in Your order) multiplied by the Net Processing Fee, as specified in Your order. For additional terms specific to this Service, please refer to Your order.

"Net Processing Fee" is defined as the total processing fees paid to You by a utility company (i.e. Your customer), in the applicable currency, that are directly attributable to the processing of Electronic Payments under the utility company's applicable payment services agreement with You under which the utility company uses Your payment processing service through an Oracle CIS Product, minus applicable fees ("Applicable Fees"), which refer to the following:

- account establishment fees; account implementation fees; account maintenance and support fees; installation and integration fees; uncollected chargebacks; card processing and interchange fees; hosting and storage-related costs and fees; card association assessments and other applicable card association fees passed directly to the Utility; and commissions paid by You to third parties for referring You to the utility company.
- For purposes of this Oracle Cloud Service, you will be charged a sum equal to the listed rate multiplied by the Net Processing Fee.

"Electronic Payment(s)" means a payment made to Your utility customer for sums due and owing to Your utility customer where such payment is initiated and processed exclusively through electronic means (including, but not limited to, credit cards, debit cards, and automatic clearinghouse transactions through a utility's payment portal software).

Oracle Energy and Water Data Exchange, Structured Data Store, Storage

Part #: B99697 - per TB of Storage Capacity per month

The Oracle Energy and Water Data Exchange, Structured Data Store, Storage provides TB of storage capacity and access to a fully managed Oracle database. Also, the Oracle Energy and Water Data Exchange, Structured Data Store, Storage includes database schemas prepopulated with a managed energy and water industry standard data model.

Service Activation, Measurement, and Usage

You may view Your usage of this service in the service console on a daily basis. Oracle will measure your usage every month for billing purposes. Your usage is measured by calculating the total TB of storage capacity provisioned for you for each calendar month. Additional database storage space must be purchased in increments of 1 TB (1024 GB). Each TB (1024 GB) of database storage space reserved for part of a month will be billed on an hourly basis. If you require additional quantities of storage capacity, you will be required to place an expansion order for this Oracle Cloud Service.

Usage Limits

Oracle Energy and Water Data Exchange, Structured Data Store, Storage does not support unstructured or high-volume, time-series data (e.g., Customer Meter Data).

Minimum Quantities: You must purchase a minimum of 1 TB of Storage.

Prerequisites

To use this Oracle Cloud Service, You must also purchase Oracle Energy and Water Data Exchange Service, Structured Data Store, Compute as required for your use.

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE	RECOVERY POINT OBJECTIVE	TARGET SERVICE AVAILABILITY
12 HOURS	1 HOUR	99%

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

Oracle Cloud Policies and Pillar Documentation

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

Oracle Energy and Water Data Exchange, Structured Data Store, Compute

Part #: B99698 – ECPU Per Hour

The Oracle Energy and Water Data Exchange Service, Structured Data Store, Compute provides compute capacity to store and process energy and water industry data objects.

Minimum Quantities: You must purchase a minimum of 2976 ECPU Per Hour per month of Oracle Energy and Water Data Exchange, Structured Data Store, Compute (this is equivalent to one (1) hour per day for thirty-one (31) days). Usage above the ECPU Per Hour purchased per month will incur additional charges.

Service Activation, Measurement, and Usage

You may view Your usage of this service in the service console on a daily basis. Oracle will measure your usage every month for billing purposes.

Partial ECPU Per Hour consumed are billed per second with a one-minute minimum. The ECPU Per Hour metric is service specific and it includes the entitlement for all database functionalities made available by this Oracle Cloud Service. If you require additional quantities of computing capacity, You will be required to place an expansion order for this Oracle Cloud Service.

Your Energy and Water Data Exchange, Structured Data Store, Compute usage is measured by calculating the number of ECPU Per Hour You use, from the time the Energy and Water Data Exchange, Structured Data Store, Compute Cloud Service is launched until it is terminated or stopped. The number of ECPU hours is based on the total hours used in the Energy and Water Data Exchange, Structured Data Store, Compute Cloud Service and a measure of the work done by this Oracle Cloud Service.

Prerequisites

To use this Oracle Cloud Service, You must also purchase Oracle Energy and Water Data Exchange Service, Structured Data Store, Storage in the capacity required for your use.

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE	RECOVERY POINT OBJECTIVE	TARGET SERVICE AVAILABILITY
12 HOURS	1 HOUR	99%

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

Oracle Cloud Policies and Pillar Documentation

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

Oracle Energy and Water Data Intelligence, Analytics Compute

Part #: B108880 – Per Core of Analytics Compute Capacity

Oracle Energy and Water Data Intelligence, Analytics Compute provides compute capacity in the Oracle Energy and Water Data Intelligence, Data Warehouse. Users of this Oracle Cloud Service are authorized to access the following features:

- Tools for data modeling and enterprise reporting

Usage Limits

This Oracle Cloud Service is subject to the following usage limits and contracting restrictions:

- A maximum quantity of Core of Analytics Compute Capacity applies as specified in Your order. A minimum quantity purchase requirement may also apply. You are responsible for planning and ensuring that You have sufficient Core of Analytics Compute Capacity to meet Your operational requirements.

- To use this Oracle Cloud Service, You must also purchase one or more of the following:

    - Oracle Energy and Water Data Intelligence, Customer Analytics, or

    - Oracle Energy and Water Data Intelligence, Device Analytics.

- To use this Oracle Cloud Service, You must also purchase sufficient quantities of the following as determined by Oracle based on Your usage:

    - Oracle Energy and Water Data Intelligence, Data Warehouse Storage, and

    - Oracle Energy and Water Data Intelligence, Data Warehouse Compute.

- Based on various factors including Your usage patterns, the type of queries run by Your users, and the amount of data stored in the Oracle Autonomous Data Warehouse Cloud Service, You may need to purchase additional compute or storage capacity to meet Your requirements. You may purchase additional ECPUs of the provisioned Production and Non-Production Environments by ordering additional quantities of Oracle Energy and Water Data Intelligence, Data Warehouse Compute.

- For all Non-Production Environments, data may be refreshed, at Your request, no more than three (3) times in the aggregate during the implementation support period and no more than one (1) time as part of Live Operate Services in any six (6) month period. For purposes of this paragraph, each environment is counted as one refresh towards the aggregate total.

Additional test environments (e.g., Additional Test Environment for Oracle Fusion Analytics Warehouse) may be purchased separately, subject to additional fees.

Oracle Cloud Policies

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

Oracle Energy and Water Data Intelligence, Data Warehouse Compute

Part #: B108878 – Per ECPU

Oracle Energy and Water Data Intelligence, Data Warehouse Compute provides compute capacity to store, process, and query energy and water industry data objects.

Usage Limits

This Oracle Cloud Service is subject to the following usage limits and contracting restrictions:

- A maximum quantity of ECPU applies as specified in Your order. A minimum quantity purchase requirement may also apply. You are responsible for planning and ensuring that You have sufficient compute capacity to meet Your operational requirements.

- To use this Oracle Cloud Service in Your initial order, You must also purchase sufficient quantities of each of the following:

    - Oracle Energy and Water Data Intelligence, Data Warehouse Storage, and

    - Oracle Energy and Water Data Intelligence, Analytics Compute.

- To use this Oracle Cloud Service, You must purchase one or more of the following:

    - Oracle Energy and Water Data Intelligence, Data Warehouse, Customer Analytics, or

    - Oracle Energy and Water Data Intelligence, Data Warehouse, Device Analytics.

- For all Non-Production Environments, data may be refreshed, at Your request, no more than three (3) times in the aggregate during the implementation support period and no more than one (1) time as part of Live Operate Services in any six (6) month period. For purposes of this paragraph, each environment is counted as one refresh towards the aggregate total.

Additional test environments (e.g., Additional Test Environment for Oracle Fusion Analytics Warehouse) may be purchased separately, subject to additional fees. Non-Production Environments are for non-production use such as development, training, and testing activities but not for production operations or stress testing.

Oracle Cloud Policies

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

Oracle Energy and Water Data Intelligence, Data Warehouse Storage

Part #: B108879 - Per TB of Storage Capacity

Oracle Energy and Water Data Intelligence, Data Warehouse Storage – TB of Storage Capacity provides one terabyte of storage capacity in the Oracle Energy and Water Data Intelligence, Data Warehouse. Users of this Oracle Cloud Service are authorized to access the following features:

- Tools to extend and customize data models
- Connections to other data sources using prebuilt connectors

Usage Limits

The Oracle Energy and Water Data Intelligence, Data Warehouse Storage is subject to the following usage limits and contracting restrictions:

- A maximum quantity of TB of Storage Capacity applies as specified in Your order. A minimum quantity purchase requirement may also apply. You are responsible for planning and ensuring that You have sufficient storage capacity to meet Your operational requirements.
- To use this Oracle Cloud Service, You must purchase sufficient quantities of the following as determined by Oracle based on Your usage:

    - Oracle Energy and Water Data Intelligence, Data Warehouse Compute, and

    - Oracle Energy and Water Data Intelligence, Analytics Compute.

- To use this Oracle Cloud Service, You must also purchase one or more of the following:

    - Oracle Energy and Water Data Intelligence, Customer Analytics, or

    - Oracle Energy and Water Data Intelligence, Device Analytics.

- Based on various factors including Your usage patterns, the type of queries run by Your users, and the amount of data stored in the Oracle Autonomous Data Warehouse Cloud Service, You may need to purchase additional compute or storage capacity to meet Your requirements. You may purchase additional ECPUs of the provisioned Production and Non-Production Environments by ordering additional quantities of Oracle Energy and Water Data Intelligence, Data Warehouse Compute.

- For all Non-Production Environments, data may be refreshed, at Your request, no more than three (3) times in the aggregate during the implementation support period and no more than one (1) time as part of Live Operate Services in any six (6) month period. For purposes of this paragraph, each environment is counted as one refresh towards the aggregate total.

Additional test environments (e.g., Additional Test Environment for Oracle Fusion Analytics Warehouse) may be purchased separately, subject to additional fees.

Oracle Cloud Policies

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

Oracle Energy and Water Data Intelligence, Customer Analytics

Part #: B108881 – Per Application

Users of Oracle Energy and Water Data Intelligence, Customer Analytics are authorized to access the following features:

- One Non-Production Environment and one Production Environment of Oracle Energy and Water Data Intelligence
- Prebuilt pipelines and dashboards for customer data from the following Oracle Energy and Water Cloud Services and Programs:

    - Oracle Utilities Customer to Meter*

    - Oracle Utilities Customer Care and Billing Cloud Service

    - Oracle Utilities Customer Cloud Service

*Supported versions are listed in the program documentation.

Usage Limits

- To use this Oracle Cloud Service in Your initial order, You must also purchase each of the of following:

    - Oracle Energy and Water Data Intelligence, Data Warehouse Storage

    - Oracle Energy and Water Data Intelligence, Data Warehouse Compute, and

    - Oracle Energy and Water Data Intelligence, Analytics Compute.

You are responsible for planning and ensuring that You purchase sufficient quantities of the above Cloud Services to meet Your operational requirements.

Oracle will provision one Non-Production Environment and one Production Environment (in a single Oracle cloud tenancy). This Oracle Cloud Service will be available in Your Non-Production Environment and Production Environment and any additional test environments You purchase in this tenancy.

Disaster Recovery and Target Service Availability

Performance metrics, including RTO, RPO, and Target Service Availability Level, set forth in the Oracle Cloud Policies and Pillar Document referenced below or in Your order, are not applicable to this Oracle Cloud Service. Refer to the program documentation for more information about disaster recovery.

Oracle Cloud Policies

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

Oracle Energy and Water Data Intelligence, Device Analytics

Part #: B108882 – Per Application

Users of Oracle Energy and Water Data Intelligence, Device Analytics are authorized to access the following features:

- One Non-Production Environment and one Production Environment of Oracle Energy and Water Data Intelligence

- Prebuilt pipelines and dashboards for device data from the following Oracle Energy and Water Cloud Services and Programs:

    - Oracle Utilities Customer to Meter*

    - Oracle Utilities Customer Cloud Service

    - Oracle Utilities Meter Data Management*

    - Oracle Utilities Meter Solution Cloud Service

*Supported versions are listed in the program documentation.

Usage Limits

- To use this Oracle Cloud Service in Your initial order, You must also purchase each of the of following:

    - Oracle Energy and Water Data Intelligence, Data Warehouse Storage

    - Oracle Energy and Water Data Intelligence, Data Warehouse Compute, and

    - Oracle Energy and Water Data Intelligence, Analytics Compute.

You are responsible for planning and ensuring that You purchase sufficient quantities of the above Cloud Services to meet Your operational requirements.

Oracle will provision one Non-Production Environment and one Production Environment.

Disaster Recovery and Target Service Availability

Performance metrics, including RTO, RPO, and Target Service Availability Level, set forth in the Oracle Cloud Policies and Pillar Document referenced below or in Your order, are not applicable to this Oracle Cloud Service. Refer to the program documentation for more information about disaster recovery.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, including the *Oracle SaaS Public Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Energy and Water Data Intelligence, Digital Asset Analytics

Part #: B110522 – 100 Utilities Devices

Users of the Oracle Energy and Water Data Intelligence, Digital Asset Analytics are authorized to access the following features:

- One Non-Production Environment and one Production Environment of Oracle Energy and Water Data Intelligence
- Prebuilt pipelines and dashboards for digital asset data from the following Oracle Energy and Water Cloud Services and Programs:

    - Oracle Utilities Digital Asset Management*

    - Oracle Utilities Digital Asset Cloud Service

*Supported versions are listed in the program documentation.

Usage Limits

- To use this Oracle Cloud Service, You must also purchase sufficient quantities of the following:

    - Oracle Energy and Water Data Intelligence, Data Warehouse Storage

    - Oracle Energy and Water Data Intelligence, Data Warehouse Compute, and

    - Oracle Energy and Water Data Intelligence, Analytics Compute.

You are responsible for planning and ensuring that You purchase sufficient quantities of the above Cloud Services to meet Your operational requirements.

Oracle will provision one Non-Production Environment and one Production Environment (in a single Oracle cloud tenancy). This Oracle Cloud Service will be available in Your Non-Production Environment and Production Environment and any additional test environments You purchase in this tenancy.

Disaster Recovery and Target Service Availability

Performance metrics, including RTO, RPO, and Target Service Availability Level, set forth in the Oracle Cloud Policies and Pillar Document referenced below or in Your order, are not applicable to this Oracle Cloud Service. Refer to the program documentation for more information about disaster recovery.

Oracle Cloud Policies

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

Oracle Energy and Water Data Intelligence, Grid Operations Insights

Part #: B110520 – 100 Utilities Devices

Users of Oracle Energy and Water Data Intelligence, Grid Operations Insights are authorized to access the following features:

- One Non-Production Environment and one Production Environment of Oracle Energy and Water Data Intelligence
- Prebuilt pipelines for device data from the following Oracle Energy and Water Cloud Services and Programs:

    - Oracle Utilities Customer to Meter*

    - Oracle Utilities Customer Cloud Service

    - Oracle Utilities Meter Data Management*

    - Oracle Utilities Meter Solution Cloud Service

    *Supported versions are listed in the program documentation.

- Prebuilt dashboards to analyse the Oracle Energy and Water Data Intelligence, Grid Operations Insights

Usage Limits

- To use this Oracle Cloud Service in Your initial order, You must also purchase sufficient quantities of the following:

    - Oracle Energy and Water Data Intelligence, Data Warehouse Storage

    - Oracle Energy and Water Data Intelligence, Data Warehouse Compute, and

    - Oracle Energy and Water Data Intelligence, Analytics Compute.

You are responsible for planning and ensuring that You purchase sufficient quantities of the above Cloud Services to meet Your operational requirements.

Oracle will provision one Non-Production Environment and one Production Environment (in a single Oracle cloud tenancy). This Oracle Cloud Service will be available in Your Non-Production Environment and Production Environment and any additional test environments You purchase in this tenancy.

Disaster Recovery and Target Service Availability

Performance metrics, including RTO, RPO, and Target Service Availability Level, set forth in the Oracle Cloud Policies and Pillar Document referenced below or in Your order, are not applicable to this Oracle Cloud Service. Refer to the program documentation for more information about disaster recovery.

Oracle Cloud Policies

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

Oracle Energy and Water Data Intelligence, Work and Asset Analytics

Part #: B110521 – Hosted Named User

Users of the Oracle Energy and Water Data Intelligence, Work and Asset Analytics are authorized to access the following features:

- One Non-Production Environment and one Production Environment of Oracle Energy and Water Data Intelligence

- Prebuilt pipelines and dashboards for work and asset data from the following Oracle Energy and Water Cloud Services and Programs:

    - Oracle Utilities Work and Asset Management*

    - Oracle Utilities Work and Asset Cloud Service

*Supported versions are listed in the program documentation.

Usage Limits

- To use this Oracle Cloud Service, You must also purchase sufficient quantities of the following:

    - Oracle Energy and Water Data Intelligence, Data Warehouse Storage

    - Oracle Energy and Water Data Intelligence, Data Warehouse Compute, and

    - Oracle Energy and Water Data Intelligence, Analytics Compute.

You are responsible for planning and ensuring that You purchase sufficient quantities of the above Cloud Services to meet Your operational requirements.

Oracle will provision one Non-Production Environment and one Production Environment (in a single Oracle cloud tenancy). This Oracle Cloud Service will be available in Your Non-Production Environment and Production Environment and any additional test environments You purchase in this tenancy.

Disaster Recovery and Target Service Availability

Performance metrics, including RTO, RPO, and Target Service Availability Level, set forth in the Oracle Cloud Policies and Pillar Document referenced below or in Your order, are not applicable to this Oracle Cloud Service. Refer to the program documentation for more information about disaster recovery.

Oracle Cloud Policies

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

Oracle Energy and Water Data Lakehouse Cloud Service, Analytics Data Store, Compute

Part #: B95890 – per Core of Data Store Compute Capacity

The Oracle Energy and Water Data Lakehouse Cloud Service, Analytics Data Store, Compute provides Cores of Data Store Compute Capacity in the Oracle Energy and Water Data Lakehouse Analytics Data Store. The data may be sourced from the schemas underlying the following Oracle Utilities Enterprise Applications:

- Oracle Utilities Customer to Meter

Usage Limits

To use this Oracle Cloud Service, You must also purchase sufficient quantities of Oracle Energy and Water Data Lakehouse Cloud Service, Analytics Data Store, Storage, as determined by Oracle based on Your usage.

Oracle will provision a total of two environments, one (1) Production Environment and one (1) Non-Production Environment, for use with the following two Oracle Cloud Services (with the initial purchase of these Services only):

- Oracle Energy and Water Data Lakehouse Cloud Service, Analytics Data Store, Compute
- Oracle Energy and Water Data Lakehouse Cloud Service, Analytics Data Store, Storage

The Oracle Energy and Water Data Lakehouse Cloud Service, Analytics Data Store, Compute is subject to usage limits based on:

- A maximum quantity of Cores of Data Store Compute Capacity as specified in Your order. A minimum quantity purchase requirement may apply. You are responsible for planning and ensuring that You have sufficient database compute to meet Your operational requirements.

- After Your initial order, You can increase the compute capacity of the provisioned Production and Non-Production Environments by ordering additional quantities of Oracle Energy and Water Data Lakehouse Cloud Service, Analytics Data Store, Compute; such additional compute capacity does not include any additional environments.

- Additional Non-Production Environments may be purchased separately, subject to additional fees.
- For all Non-Production Environments, data may be refreshed, at Your request, no more than three (3) times in the aggregate during the implementation support period and no more than one (1) time as part of Live Operate Services in any six (6) month period. For purposes of this paragraph, each environment is counted separately.
- Non-Production Environments are for non-production use such as development, training, and testing activities but not for production operations or stress testing.

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE	RECOVERY POINT OBJECTIVE	TARGET SERVICE AVAILABILITY
12 HOURS	1 HOUR	99.7%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Notwithstanding any statements in the Oracle Industries 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 Energy and Water Data Lakehouse Cloud Service, Analytics Data Store, Storage

Part #: B95891 – per TB of Storage Capacity

The Oracle Energy and Water, Data Lakehouse Cloud Service, Analytics Data Store, Storage provides an additional TB of Storage Capacity in the Oracle Energy and Water Data Lakehouse Analytics Data Store. The data may be sourced from the schemas underlying the following Oracle Utilities Enterprise Applications:

- Oracle Utilities Customer to Meter

Usage Limits

To use this Oracle Cloud Service, You must also purchase sufficient quantities of Oracle Energy and Water Data Lakehouse Cloud Service, Analytics Data Store, Compute, as determined by Oracle based on Your usage.

Oracle will provision a total of two environments, one (1) Production Environment and one (1) Non-Production Environment, for use with the following two Oracle Cloud Services (with the initial purchase of these Services only):

- Oracle Energy and Water Data Lakehouse Cloud Service, Analytics Data Store, Compute
- Oracle Energy and Water Data Lakehouse Cloud Service, Analytics Data Store, Storage

The Oracle Energy and Water Data Lakehouse Cloud Service, Analytics Data Store, Storage is subject to usage limits based on:

- A maximum quantity of TB of Storage Capacity as specified in Your order. A minimum quantity purchase requirement may apply. You are responsible for planning and ensuring that You have sufficient database storage to meet Your operational requirements.

- After Your initial order, You can increase the storage capacity of the provisioned Production and Non-Production Environments by ordering additional quantities of Oracle Energy and Water Data Lakehouse Cloud Service, Analytics Data Store, Storage; such additional storage capacity does not include any additional environments.
- Additional Non-Production Environments may be purchased separately, subject to additional fees.
- For all Non-Production Environments, data may be refreshed, at Your request, no more than three (3) times in the aggregate during the implementation support period and no more than one (1) time as part of Live Operate Services in any six (6) month period. For purposes of this paragraph, each environment is counted separately.
- Non-Production Environments are for non-production use such as development, training, and testing activities but not for production operations or stress testing.

Disaster Recovery and Target Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment:

RECOVERY T/IME OBJECTIVE	RECOVERY POINT OBJECTIVE	TARGET SERVICE AVAILABILITY
12 HOURS	1 HOUR	99.7%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability or a national or global emergency or during Unplanned Downtime.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Notwithstanding any statements in the Oracle Industries 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 Energy and Water Data Lakehouse Cloud Service, Analytics Data Store, Additional Non-Production Environment Compute

Part #: B95892 – per Core of Data Store Compute Capacity

The Oracle Energy and Water Data Lakehouse Cloud Service, Analytics Data Store, Additional Non-Production Environment Compute provides Cores of Data Store Compute Capacity in a new Non-Production Environment, or additional Cores of Data Store Compute Capacity in an existing Non-Production Environment.

- The maintenance or upgrade schedule for the additional Non-Production Environment is the same as the schedule for Your Production Environment.
- Each additional Non-Production Environment may be contracted for a minimum of twelve (12) months.

Usage Limits

To use this Oracle Cloud Service, You must also purchase sufficient quantities of Oracle Energy and Water Data Lakehouse Cloud Service, Analytics Data Store, Additional Non-Production Environment Storage, as determined by Oracle based on Your usage.

Oracle will provision a total of one (1) Non-Production Environment for use with the following two Oracle Cloud Services (with the initial purchase of these Services, and with subsequent purchases if specified in Your order):

- Oracle Energy and Water Data Lakehouse Cloud Service, Analytics Data Store, Additional Non-Production Environment Compute

Oracle Energy and Water Data Lakehouse Cloud Service, Analytics Data Store, Additional Non-Production Environment Storage

The Oracle Energy and Water Data Lakehouse Cloud Service, Analytics Data Store, Additional Non-Production Environment Compute is subject to usage limits based on:

- A maximum quantity of Cores of Data Store Compute Capacity as specified in Your order. A minimum quantity purchase requirement may apply. You are responsible for planning and ensuring that You have sufficient database compute to meet Your operational requirements.
- After Your initial order, You can increase the compute capacity of the provisioned Non-Production Environments by ordering additional quantities of this Oracle Cloud Service.
- For all Non-Production Environments, data may be refreshed, at Your request, no more than three (3) times in the aggregate during the implementation support period and no more than one (1) time as part of Live Operate Services in any six (6) month period. For purposes of this service description, each environment is counted separately.
- Non-Production Environments are for non-production use such as development, training, and testing activities but not for production operations or stress testing.

Disaster Recovery and Target Service Availability

Performance metrics, including RTO, RPO, and Target Service Availability Level, set forth in the Oracle Cloud Policies and Pillar Document referenced below or in Your order, are not applicable to the additional Non-Production Environment.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Energy and Water Data Lakehouse Cloud Service, Analytics Data Store, Additional Non-Production Environment Storage

Part #: B95893 – per TB of Storage Capacity

The Oracle Energy and Water Data Lakehouse Cloud Service, Analytics Data Store, Additional Non-Production Environment Storage provides an additional TB of Storage Capacity in a new Non-Production Environment, or an additional TB of Storage Capacity in an existing Non-Production Environment.

- The maintenance or upgrade schedule for the additional Non-Production Environment is the same as the schedule for Your Production Environment.
- Each additional Non-Production Environment may be contracted for a minimum of twelve (12) months.

Usage Limits

To use this Oracle Cloud Service, You must also purchase sufficient quantities of Oracle Energy and Water Data Lakehouse Cloud Service, Analytics Data Store, Additional Non-Production Environment Compute, as determined by Oracle based on Your usage.

Oracle will provision a total of one (1) Non-Production Environment for use with the following two Oracle Cloud Services (with the initial purchase of these Services, and with subsequent purchases if specified in Your order):

- Oracle Energy and Water Data Lakehouse Cloud Service, Analytics Data Store, Additional Non-Production Environment Compute

- Oracle Energy and Water Data Lakehouse Cloud Service, Analytics Data Store, Additional Non-Production Environment Storage

The Oracle Energy and Water Data Lakehouse Cloud Service, Analytics Data Store, Additional Non-Production Environment Storage is subject to usage limits based on:

- A maximum quantity of TB of Storage Capacity as specified in Your order. A minimum quantity purchase requirement may apply. You are responsible for planning and ensuring that You have sufficient database compute to meet Your operational requirements.
- After Your initial order, You can increase the storage capacity of the provisioned Non-Production Environments by ordering additional quantities of this Oracle Cloud Service.
- For all Non-Production Environments, data may be refreshed, at Your request, no more than three (3) times in the aggregate during the implementation support period and no more than one (1) time as part of Live Operate Services in any six (6) month period. For purposes of this service description, each environment is counted separately.
- Non-Production Environments are for non-production use such as development, training, and testing activities but not for production operations or stress testing.

Disaster Recovery and Target Service Availability

Performance metrics, including RTO, RPO, and Target Service Availability Level, set forth in the Oracle Cloud Policies and Pillar Document referenced below or in Your order, are not applicable to the Non-Production Environment.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Energy and Water Learning Subscription

Part #: B108718 – per Hosted Named User

This subscription is a collection of web-based learning materials, including video content and services focused on Oracle Energy and Water products and may include content via Training on Demand (TOD) titles. This subscription is made available to you subject to the terms of your order and the Agreement. Unauthorized individuals may not view subscription content at any time. You are responsible for meeting the minimum system requirements to order the subscription offerings. Subscription orders are non-cancelable and non-refundable. This service does not make any content available for download by users.

Usage Limits

This subscription is subject to usage limits based on:

- A maximum number of Hosted Named Users as defined in your order.

Service Access Policies

Your order for these Oracle University Cloud Learning Subscription services is subject to the Oracle University Online Hosting Access Policies, which may be viewed at https://education.oracle.com/hosting-policy. Notwithstanding anything to the contrary set forth in the agreement referenced in your order, the Oracle Data Processing Agreement for Oracle Services does not apply to these Oracle Learning Subscription Services.

You agree that Oracle may collect and process your personal information in connection with your registration for, and Oracle's provision of, these Oracle Learning Subscription Services. You also agree that Oracle may collect and process the personal information you have entered into the command prompt when using these Oracle Learning Subscription Services for security and fraud prevention purposes.

With respect to such personal information, Oracle will abide by the Oracle Privacy Policy, a current version of which is set forth at https://www.oracle.com/legal/privacy/privacy-policy.html. The Oracle Privacy Policy is subject to change at Oracle's discretion; however, Oracle changes to the Oracle Privacy Policy will not materially reduce the level of protection provided to such personal information under your agreement with Oracle. If you are registering for certain Oracle University products and services on behalf of your users, You agree to provide all relevant notices to and obtain any consents from those users required to share the information with Oracle and such notices and consents must sufficiently inform your users of the aforementioned purposes for which personal information is collected. You agree that Oracle University may engage Oracle affiliates and third party subcontractors to assist in delivering the products and services.

Oracle Utilities Billing Cloud Service

Part #: B92661 – per Billable Service Customers

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.

The Production Environment may be leveraged for data migration purposes prior to entering into production operations (as part of Implementation Support Services).

Usage Limits

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

- A maximum number of Billable Service Customers as specified in Your order and up to five Utilities Device Data Channels for each Billable Service Customer
- You are not permitted to use the Oracle Utilities Billing Cloud Service to perform settlement functions.
- Oracle will provision three (3) environments for this Oracle Cloud Service: one (1) Production Environment and two (2) Non-Production Environments (test and development).
- As part of Implementation Support Services:
    - Non-Production Environment ("Target Environment") data may be refreshed from data in any Production Environment or Non-Production Environment ("Source Environment"), at Your request, no more than one (1) time in any thirty (30) day period, per Target Environment, provided the Target Environment database storage is equal to or greater in size than the Source Environment database storage used.
- As part of Live Operate Services:
    - Non-Production Environment ("Target Environment") data may be refreshed from data in any Production Environment or Non-Production Environment ("Source Environment"), at Your request, no more than one (1) time in any ninety (90) day period, per Target Environment, provided the Target Environment database storage is equal to or greater in size than the Source Environment database storage used.
- 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 Batch Thread processing limits apply for this Oracle Cloud Service:
  - Production and Test Environments
    - Three (3) Batch Threads for every fifty thousand (50,000) Billable Service Customers per Month (rounded to the nearest positive multiple of three (3) Batch Threads), or a minimum of six (6) Batch Threads (whichever is larger). (See Appendix for example Batch Thread processing limit calculations).
  - Development Environments
    - Six (6) Batch Threads
- The following storage limits apply for this Oracle Cloud Service:

BILLABLE SERVICE CUSTOMERS	ENVIRONMENT TYPE	TOTAL DATABASE STORAGE (GB)
Up to 10,000	Production	150 GB
	Test	150 GB
	Development	100 GB
10,001 to 15,000	Production	200 GB
	Test	200 GB
	Development	100 GB
15,001 to 30,000	Production	300 GB
	Test	300 GB
	Development	100 GB
30,001 to 125,000	Production	1,000 GB
	Test	1,000 GB
	Development	100 GB
125,001 to 500,000	Production	4,000 GB
	Test	4,000 GB
	Development	100 GB
	Production	7,500 GB

BILLABLE SERVICE CUSTOMERS	ENVIRONMENT TYPE	TOTAL DATABASE STORAGE (GB)
500,001 to 1,000,000	Test	7,500 GB
	Development	100 GB

- Database storage included with this Oracle Cloud Service may not be transferred between environments or to other Oracle Cloud Services.
- Additional processing capacity and database storage for Production and Non-Production Environments may be purchased subject to additional fees.
- The database storage entitlement for operational reports generated by any included reporting tools is a maximum of 100 GB for each Production and Non-Production Environment.
    - Any additional database storage purchases do not apply to or increase this entitlement.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
12 hours	1 hour	99.9%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to 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 are responsible for purchasing any additional storage required for Your use of the Oracle Cloud Service; Oracle will not automatically allocate additional storage.
- 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:
  - 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.

Assumptions

- You acknowledge and agree that Oracle's readiness 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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Notwithstanding any statements in the Oracle Industries 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.

Additionally, any reporting tools that may be provided in the Production Environment are excluded from the definition of Service Availability; therefore, notwithstanding anything to the contrary in Your agreement and/or Service specifications, no service level agreements (including those pertaining to Target Service Availability Level or Target Service Uptime commitments) apply to any reporting tools that may be provided in this cloud service.

Oracle Utilities Billing Cloud Service, Additional Batch Threads

Part #: B94617 – per Additional Batch Threads

Oracle Utilities Billing Cloud Service, Additional Batch Threads are designed to allow You to purchase additional Batch Threads for one (1) specific environment (either Your Production Environment or one (1) Non-Production Environment). You must specify, via Your CSM, the specific environment to which You require this Oracle Cloud Service to be provisioned.

This Oracle Cloud Service subject to the following contracting restrictions:

- A minimum contract period of one (1) month.
- A maximum contract period equal to the remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Billing Cloud Service.
- You may be required to make purchases in multiples to align with minimum provisionable quantity requirements specified by Oracle.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Billing Cloud Service (prerequisite base Service), subject to the restrictions listed above.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Billing Cloud Service, Additional Concurrent Online User

Part #: B94618 – per Additional Concurrent Online User

The Oracle Utilities Billing Cloud Service, Additional Concurrent Online User is designed to allow You to purchase additional capacity to support increased concurrent online users in Your Production or Non-Production Environments. You must specify, via Your CSM, into which environment You require the additional concurrent online user capacity to be provisioned.

This Oracle Cloud Service is subject to the following contracting restrictions:

- A minimum contract period of one (1) month.
- A maximum contract period equal to the remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Billing Cloud Service.
- You may be required to make purchases in multiples to align with minimum provisionable quantity requirements specified by Oracle.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Billing Cloud Service (prerequisite base Service), subject to the restrictions listed above.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Billing Cloud Service, Additional Data Storage

Part #: B92725 – per 500 Gigabytes

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. Data storage purchased as part of this Oracle Cloud Service may not be transferred to development Non-Production Environments or to other Oracle Cloud Services.

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 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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Billing Cloud Service, Additional Data Storage for Development Environments

Part #: B92726 – per 250 Gigabytes

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 use with Your development environments over and above the database storage provided as part of Oracle Utilities Billing Cloud Service environment or any Oracle Utilities Billing Cloud Service, Additional Development Environment.

Data storage purchased as part of this Oracle Cloud Service may not be transferred to Production or test Non-Production Environments, or to other Oracle Cloud Services.

You may purchase multiple quantities 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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Billing Cloud Service, Additional Development Environment

Part #: B92724 – per Instance

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 prerequisite 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 remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Billing Cloud Service
- A maximum total of ten (10) development environments, including any development environment(s) originally provisioned as part of the prerequisite Oracle Utilities Billing Cloud Service.

To use this Oracle Cloud Service, You are required to first purchase and maintain the (prerequisite base Service), subject to the restrictions listed directly above.

All Additional Oracle Utilities Billing Cloud Service, Additional Development Environments purchased will be equivalent to the development environment(s) included as part of the prerequisite base 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 prerequisite Oracle Utilities Billing Cloud Service.
- The storage and processing limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the prerequisite 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 Industries Cloud Services Pillar Document which may be viewed at
www.oracle.com/contracts/cloud-services.

Oracle Utilities Billing Cloud Service, Additional Requests per Minute

Part #: B94619 – per 100 Additional Requests per Minute

The Oracle Utilities Billing Cloud Service, Additional Requests per Minute is designed to allow You to purchase additional capacity to support increased integration requests in Your Production Environment or in one Non-Production Environment. You must specify, via Your CSM, into which environment You require the additional capacity to be provisioned.

This Oracle Cloud Service is subject to the following contracting restrictions:

- A minimum contract period of one (1) month.
- A maximum contract period equal to the remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Billing Cloud Service.
- You may be required to make purchases in multiples to align with minimum provisionable quantity requirements specified by Oracle.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Billing Cloud Service (prerequisite base Service), subject to the restrictions listed above.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Billing Cloud Service, Additional Test Environment

Part #: B92723 – per Instance

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 prerequisite 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 remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Billing Cloud Service.
- A maximum total of three (3) test environments (including the test environment(s) provisioned as part of the prerequisite Oracle Utilities Billing Cloud Service).

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Billing Cloud Service (prerequisite base Service), subject to the restrictions listed directly above.

All Additional Oracle Utilities Billing Cloud Service, Additional Test Environments purchased will be equivalent to the test environment(s) included as part of the prerequisite base Service.

Additional database storage cannot be purchased separately for Additional Test Environments, however any additional database storage purchased for the prerequisite base Service Production Environment will also be added to each test environment provisioned as part of the prerequisite base 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 prerequisite Oracle Utilities Billing Cloud Service.
- The storage and processing limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the prerequisite 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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Billing Cloud Service, Market Settlements Management

Part #: B96522 – per Settlement Entity

Users of the Oracle Utilities Billing Cloud Service, Market Settlements Management are authorized to access the following modules and services:

- Oracle Utilities Market Settlements Management

Use of this Oracle Cloud Service is restricted to supporting and performing settlement related functions as defined in the Program Documentation.

Any use not expressly permitted in this service description is not included and requires a separate subscription.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Billing Cloud Service (prerequisite base Service), subject to the restrictions listed in this service description.

Usage Limits

The Oracle Utilities Market Settlements Management Cloud Service is subject to usage limits based on the following:

- A maximum number of Settlement Entities per month as specified in Your order.
- This add-on service is an option for customers that want to use Market Settlements Management, in a single instance, with Billing Cloud Service.
- The settlement meter readings, from Utilities Device Data Channels, must already reside in the related product and be settlement ready.
- Settlement batch processes will be executed outside of the critical billing windows including loading measurements and billing processes. If settlement processes are performed during critical billing windows, additional batch threads may be required.
- Settlement processes should be run throughout the day to limit hardware usage peaks.
- High granularity interval data, less than 15 minute interval data, will require additional storage and batch threads, which must be purchased separately.
- The data is assumed to be validated and ready for settlement. Market Settlements Management Cloud Service cannot be used as a meter data management solution.
- Oracle Utilities Smart Grid Gateway cannot be used to send device commands.

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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services.

Notwithstanding any statements in the Oracle Industries 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

Part #: B93369 – per Billable Service Customer

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.

The Production Environment may be leveraged for data migration purposes prior to entering into production operations (as part of Implementation Support Services).

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 specified 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).
- As part of Implementation Support Services:
    - Non-Production Environment ("Target Environment") data may be refreshed from data in any Production Environment or Non-Production Environment ("Source Environment"), at Your request, no more than one (1) time in any thirty (30) day period, per Target Environment, provided the Target Environment database storage is equal to or greater in size than the Source Environment database storage used.
- As part of Live Operate Services:
    - Non-Production Environment ("Target Environment") data may be refreshed from data in any Production Environment or Non-Production Environment ("Source Environment"), at Your request, no more than one (1) time in any ninety (90) day period, per Target Environment, provided the Target Environment database is equal to or greater in size than the Source Environment database storage used.
- Usage of any provided functional testing tools is limited to:
    - Testing related to this Oracle Cloud Service only
    - Testing in Non-Production Environments only

- o Functional testing only (e.g., no performance/stress testing)
  - o A maximum of 40 users.
- The following Batch Thread processing limits apply for this Oracle Cloud Service:
  - o Production and Test Environments
    - ▪ Three (3) Batch Threads for every fifty thousand (50,000) Billable Service Customers per Month (rounded to the nearest positive multiple of three (3) Batch Threads), or a minimum of six (6) Batch Threads (whichever is larger). (See Appendix for example Batch Thread processing limit calculations).
  - o Development Environments
    - ▪ Six (6) Batch Threads
- The following storage limits apply for this Oracle Cloud Service:

BILLABLE SERVICE CUSTOMER	ENVIRONMENT TYPE	TOTAL DATABASE STORAGE
Up to 125,000	Production	250 GB
	Test	250 GB
	Development	250 GB
125,001 to 250,000	Production	500 GB
	Test	500 GB
	Development	250 GB
250,001 to 500,000	Production	750 GB
	Test	750 GB
	Development	250 GB
500,001 to 1,000,000	Production	1,250 GB
	Test	1,250 GB
	Development	500 GB
1,000,001 to 2,000,000	Production	2,000 GB
	Test	2,000 GB
	Development	500 GB

- Database storage included with this Oracle Cloud Service may not be transferred between environments or to other Oracle Cloud Services.
- Additional processing capacity and database storage for Production and Non-Production Environments may be purchased subject to additional fees.
- The database storage entitlement for operational reports generated by any included reporting tools is a maximum of 100 GB for each Production and Non-Production Environment.
  - o Any additional database storage purchases do not apply to or increase this entitlement.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
12 hours	1 hour	99.9%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to 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 are responsible for purchasing any additional storage required for Your use of the Oracle Cloud Service; Oracle will not automatically allocate additional storage.
- 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:
    - 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

You must schedule the Go-Live Readiness Review. This readiness review is not to perform a complete readiness assessment for going live; its purpose is to validate that select operational considerations have been made prior to go live.

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 readiness 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 Go-Live Readiness 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 Industries Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts/cloud-services.

Notwithstanding any statements in the Oracle Industries 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.

Additionally, any reporting and Oracle REST Data Services (ORDS) tools that may be provided in the Production Environment are excluded from the definition of Service Availability; therefore, notwithstanding anything to the contrary in Your agreement and/or Service specifications, no service

level agreements (including, those pertaining to Target Service Availability Level, or Target Service Uptime commitments) apply to any reporting tools that may be provided in this cloud service.

Oracle Utilities Customer Care and Billing Cloud Service, Additional Batch Threads

Part #: B94614 – per Additional Batch Thread

Oracle Utilities Customer Care and Billing Cloud Service, Additional Batch Threads are designed to allow You to purchase additional Batch Threads for one (1) specific environment (either Your Production Environment or one (1) Non-Production Environment). You must specify, via Your CSM, the specific environment to which You require this Oracle Cloud Service to be provisioned.

This Oracle Cloud Service subject to the following contracting restrictions:

- A minimum contract period of one (1) month.
- A maximum contract period equal to the remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Customer Care and Billing Cloud Service.
- You may be required to make purchases in multiples to align with minimum provisionable quantity requirements specified by Oracle.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Customer Care and Billing Cloud Service (prerequisite base Service), subject to the restrictions listed above.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Customer Care and Billing Cloud Service, Additional Concurrent Online User

Part #: B94615 – per Additional Concurrent Online User

The Oracle Utilities Customer Care and Billing Cloud Service, Additional Concurrent Online User is designed to allow You to purchase additional capacity to support increased concurrent online users in Your Production or Non-Production Environments. You must specify, via Your CSM, into which environment You require the additional concurrent online user capacity to be provisioned.

This Oracle Cloud Service is subject to the following contracting restrictions:

- A minimum contract period of one (1) month.
- A maximum contract period equal to the remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Customer Care and Billing Cloud Service.
- You may be required to make purchases in multiples to align with minimum provisionable quantity requirements specified by Oracle.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Customer Care and Billing Cloud Service (prerequisite base Service), subject to the restrictions listed above.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Customer Care and Billing Cloud Service, Additional Data Storage

Part #: B93370 – per 500 Gigabytes

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. Data storage purchased as part of this Oracle Cloud Service may not be transferred to development Non-Production Environments or to other Oracle Cloud Services.

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 Policie and Pillar Documentation

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

Oracle Utilities Customer Care and Billing Cloud Service, Additional Data Storage for Development Environments

Part #: B93371 – per 250 Gigabytes

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 use with Your development environments over and above the database storage provided as part of Oracle Utilities Customer Care and Billing Cloud Service environment or any Oracle Utilities Customer Care and Billing Cloud Service, Additional Development Environment. Data storage purchased as part of this Oracle Cloud Service may not be transferred to Production or test Non-Production Environments, or to other Oracle Cloud Services.

You may purchase multiple quantities 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 Industries Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts/cloud-services.

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

Part #: B93372 – per Instance

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 prerequisite 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 remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite 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 prerequisite Oracle Utilities Customer Care and Billing Cloud Service.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Customer Care and Billing Cloud Service (prerequisite base Service), subject to the restrictions listed directly above.

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 prerequisite base Service.

Usage Limits

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

- The maximum number of Billable Service Customers as specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Customer Care and Billing Cloud Service.
- The storage and processing limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the prerequisite 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 Industries Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Customer Care and Billing Cloud Service, Additional Requests per Minute

Part #: B94616 – per 100 Additional Requests per Minute

The Oracle Utilities Customer Care and Billing Cloud Service, Additional Requests per Minute is designed to allow You to purchase additional capacity to support increased integration requests in Your Production Environment or in one Non-Production Environment. You must specify, via Your CSM, into which environment You require the additional capacity to be provisioned.

This Oracle Cloud Service is subject to the following contracting restrictions:

- A minimum contract period of one (1) month.
- A maximum contract period equal to the remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Customer Care and Billing Cloud Service.
- You may be required to make purchases in multiples to align with minimum provisionable quantity requirements specified by Oracle.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Customer Care and Billing Cloud Service (prerequisite base Service), subject to the restrictions listed above.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

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

Part #: B93373 – per Instance

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 prerequisite 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 remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite 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 prerequisite Oracle Utilities Customer Care and Billing Cloud Service).

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Customer Care and Billing Cloud Service (prerequisite base Service), subject to the restrictions listed directly above.

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 prerequisite base Service.

Additional database storage cannot be purchased separately for Additional Test Environments, however any additional database storage purchased for the prerequisite base Service Production Environment will also be added to each test environment provisioned as part of the prerequisite base 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 prerequisite Oracle Utilities Customer Care and Billing Cloud Service.
- The storage and processing limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the prerequisite 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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Customer Care and Billing Cloud Service, Integration Suite

Part # B94570 – per Billable Service Customer

Users of the Oracle Utilities Customer Care and Billing 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 REST APIs 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 Care and Billing Cloud Service (prerequisite base 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 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.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
12 hours	1 hour	99.9%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Customer Cloud Service

Part #: B90577 – per Billable Service Customer

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
  - Oracle Utilities Smart Grid Gateway
    - Oracle Utilities Smart Grid Gateway Adapter Development Kit

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[1] 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
  - 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.)

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[1] 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 are 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.

- 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 specified 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.

The Production Environment may be leveraged for data migration purposes prior to entering into production operations (as part of Implementation Support Services).

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 specified in Your order.
- You are not permitted to use the Oracle Utilities Billing Cloud Service to perform settlement functions.
- Oracle will provision three (3) environments for this Oracle Cloud Service: one (1) Production Environment and two (2) Non-Production Environments (test and development).
- As part of Implementation Support Services:
  - Non-Production Environment ("Target Environment") data may be refreshed from data in any Production Environment or Non-Production Environment ("Source Environment"), at Your request, no more than one (1) time in any thirty (30) day period, per Target Environment, provided the Target Environment database storage is equal to or greater in size than the Source Environment database storage used.
- As part of Live Operate Services:
  - Non-Production Environment ("Target Environment") data may be refreshed from data in any Production Environment or Non-Production Environment ("Source Environment"), at Your request, no more than one (1) time in any ninety (90) day period, per Target Environment, provided the Target Environment database storage is equal to or greater in size than the Source Environment database storage used.
- 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 Batch Thread processing limits apply for this Oracle Cloud Service:
  - Production and Test Environments
    - Three (3) Batch Threads for every fifty thousand (50,000) Billable Service Customers per Month (rounded to the nearest positive multiple of three (3) Batch Threads), or a minimum of six (6) Batch Threads (whichever is larger). (See Appendix for example Batch Thread processing limit calculations).
  - Development Environments
    - Six (6) Batch Threads
- The following storage limits apply for this Oracle Cloud Service:

BILLABLE SERVICE CUSTOMER	ENVIRONMENT TYPE	TOTAL DATABASE STORAGE
Up to 125,000	Production	250 GB
	Test	250 GB
	Development	250 GB
125,001 to 250,000	Production	500 GB
	Test	500 GB
	Development	250 GB
250,001 to 500,000	Production	750 GB
	Test	750 GB
	Development	250 GB
500,001 to 1,000,000	Production	1,250 GB
	Test	1,250 GB
	Development	500 GB
1,000,001 to 2,000,000	Production	2,000 GB
	Test	2,000 GB
	Development	500 GB

- For more than 2 million (2,000,000) Billable Service Customers per Month, the following additional storage limits apply for this Oracle Cloud Service:
  - Production and Test Environments
    - 2000 GB of database storage, plus an additional 750 GB of database storage for every 1 million (1,000,000) Billable Service Customers per Month (rounded down to the nearest million)
  - Development environments remain fixed at 500 GB of database storage.

- Database storage included with this Oracle Cloud Service may not be transferred between environments or to other Oracle Cloud Services.
- Additional processing capacity and database storage for Production and Non-Production Environments may be purchased subject to additional fees.
- The database storage entitlement for operational reports generated by any included reporting tools is a maximum of 100 GB for each Production and Non-Production Environment.
    - Any additional database storage purchases do not apply to or increase this entitlement.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
12 hours	1 hour	99.9%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to 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 are responsible for purchasing any additional storage required for Your use of the Oracle Cloud Service; Oracle will not automatically allocate additional storage.
- 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:
  - 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

- You must schedule the Go-Live Readiness Review. This readiness review is not to perform a complete readiness assessment for going live; its purpose is to validate that select operational considerations have been made prior to go live.

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 readiness 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 Go-Live Readiness 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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Notwithstanding any statements in the Oracle Industries 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.

Additionally, any reporting tools that may be provided in the Production Environment are excluded from the definition of Service Availability; therefore, notwithstanding anything to the contrary in Your agreement and/or Service Specifications, no service level agreements (including, those pertaining to Target Service Availability Level, or Target Service Uptime commitments) apply to any reporting tools that may be provided in this cloud service.

Oracle Utilities Customer Cloud Service, Additional Batch Threads

Part #: B94608 – per Additional Batch Thread

Retired Part#: B94629

Oracle Utilities Customer Cloud Service, Additional Batch Threads are designed to allow You to purchase additional Batch Threads for one (1) specific environment (either Your Production Environment or one (1) Non-Production Environment). You must specify, via Your CSM, the specific environment to which You require this Oracle Cloud Service to be provisioned.

This Oracle Cloud Service subject to the following contracting restrictions:

- A minimum contract period of one (1) month.
- A maximum contract period equal to the remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Customer Cloud Service.
- You may be required to make purchases in multiples to align with minimum provisionable quantity requirements specified by Oracle.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Customer Cloud Service (prerequisite base Service), subject to the restrictions listed above.

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 Industries Cloud Services Pillar Document which may be viewed at
www.oracle.com/contracts/cloud-services.

Oracle Utilities Customer Cloud Service, Additional Concurrent Online User

Part #: B94609 – per Additional Concurrent Online User

Retired Part#: B94630

The Oracle Utilities Customer Cloud Service, Additional Concurrent Online User is designed to allow You to purchase additional capacity to support increased concurrent online users in Your Production or Non-Production Environments. You must specify, via Your CSM, into which environment You require the additional concurrent online user capacity to be provisioned.

This Oracle Cloud Service is subject to the following contracting restrictions:

- A minimum contract period of one (1) month.
- A maximum contract period equal to the remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Customer Cloud Service.
- You may be required to make purchases in multiples to align with minimum provisionable quantity requirements specified by Oracle.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Customer Cloud Service (prerequisite base Service), subject to the restrictions listed above.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Customer Cloud Service, Additional Data Storage

Part #: B90578 – per 500 Gigabytes Storage Capacity per Month

Oracle Utilities Customer 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 Cloud Service. Any additional database storage purchased for the Oracle Utilities Customer Cloud Service Production Environment will also be added to each test environment provisioned as part of the Oracle Utilities Customer Cloud Service or any Oracle Utilities Customer Care Cloud Service - Additional Test Environment instances. Data storage purchased as part of this Oracle Cloud Service may not be transferred to development Non-Production Environments or to other Oracle Cloud Services.

You may make multiple purchases of Additional Data Storage for the Oracle Utilities Customer 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 Cloud Service, Additional Data Storage 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 Industries Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Customer Cloud Service, Additional Database Storage for Development Environments

Part #: B90579 – per 250 Gigabytes Storage Capacity per Month

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 use with Your development environments 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. Data storage purchased as part of this Oracle Cloud Service may not be transferred to Production or test Non-Production Environments, or to other Oracle Cloud Services.

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 Industries Cloud Services Pillar Document Policies which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Customer Cloud Service, Additional Development Environment

Part #: B90580 – per Instance

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 prerequisite 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 remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Customer Cloud Service
- A maximum total of ten (10) development environments, including any development environment(s) originally provisioned as part of the prerequisite Oracle Utilities Customer Cloud Service.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Customer Cloud Service (prerequisite base Service), subject to the restrictions listed directly above.

All Additional Oracle Utilities Customer Cloud Service, Additional Development Environments purchased will be equivalent to the development environment(s) included as part of the prerequisite base 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 Customers per Month specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Customer Cloud Service.
- The storage and processing limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the prerequisite 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 Industries Cloud Services Pillar Document which may be viewed at
www.oracle.com/contracts/cloud-services.

Oracle Utilities Customer Cloud Service, Additional Requests per Minute

Part #: B94610 – per 100 Additional Requests per Minute

Retired Part#: B94631

The Oracle Utilities Customer Cloud Service, Additional Requests per Minute is designed to allow You to purchase additional capacity to support increased integration requests in Your Production Environment or in one Non-Production Environment. You must specify, via Your CSM, into which environment You require the additional capacity to be provisioned.

This Oracle Cloud Service is subject to the following contracting restrictions:

- A minimum contract period of one (1) month.
- A maximum contract period equal to the remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Customer Cloud Service.
- You may be required to make purchases in multiples to align with minimum provisionable quantity requirements specified by Oracle.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Customer Cloud Service (prerequisite base Service), subject to the restrictions listed above.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Customer Cloud Service, Additional Test Environment

Part #: B90581 – per Instance

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 prerequisite 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 remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Customer Cloud Service.
- A maximum total of three (3) test environments (including the test environment(s) provisioned as part of the prerequisite Oracle Utilities Customer Cloud Service).

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Customer Cloud Service (prerequisite base Service), subject to the restrictions listed directly above.

All Additional Oracle Utilities Customer Cloud Service, Additional Test Environments purchased will be equivalent to the test environment(s) included as part of the prerequisite base Service.

Additional database storage cannot be purchased separately for Additional Test Environments, however any additional database storage purchased for the prerequisite base Service Production Environment will also be added to each test environment provisioned as part of the prerequisite base 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 Customers per Month specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Customer Cloud Service.
- The storage and processing limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the prerequisite 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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Customer Cloud Service, Additional Utilities Customer Billable Service Type – Flat Fee

Part # B89071 - Each

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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Customer Cloud Service, Advanced Meter Solution

Part # B90582 – per Utilities Device Data Channel per Month

Retired Part # B90387

In order to use this Oracle Cloud Service, You must first purchase Oracle Utilities Customer Cloud Service (Part #B90577) (prerequisite base Service). All Usage Limits, Secure Data Transfer Obligations, Data Related Obligations, Implementation Obligations, Operational Obligations and Assumptions are as provided in the service description for the (prerequisite base Service).

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[1] – 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[2]
  - 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[3]
- 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 specified 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 Customer Cloud Service, Advanced Meter Solution is subject to usage limits based on the following:

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

[3] 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.

- A maximum number of Utilities Device Data Channels per Month as specified in Your order[4].
- You are not permitted to use the Oracle Utilities Billing Cloud Service to perform settlement functions.
- 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 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.
- 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 Batch Thread processing limits apply (in addition to the usage limits that apply for the prerequisite Oracle Utilities Customer Cloud Service) for this Oracle Cloud Service:
  - Production and Test Environments
    - Three (3) Batch Threads for each one hundred and fifty thousand (150,000) Utilities Device Data Channels per Month (rounded to the nearest positive multiple of three (3) Batch Threads) or a minimum of three (3) Batch Threads (whichever is larger). (See Appendix for example Batch Thread processing limit calculations).
- The following, additional database storage limits apply for this Oracle Cloud Service:
  - Production and Test Environments
    - 1,750 GB of database storage, plus an additional 1,000 GB of database storage for every 1 million (1,000,000) Utilities Device Data Channels per Month (rounded down to the nearest million)
- Database storage included with this Oracle Cloud Service may not be transferred between environments or to other Oracle Cloud Services.

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.

Assumptions

- You may not use this Oracle Cloud Service for production activities until You have successfully completed the Go-Live Readiness Review.

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[4] 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 <u>not</u> used for scalar billing (see footnote two) – i.e., those not already supported as part of the Customer Cloud Service subscription.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, the Recovery Time Objective (RTO), Recovery Point Objective (RPO) and Target Service Availability Level for the Production Environment of this Oracle Cloud Service are provided with the 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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Customer Cloud Service, Advanced Meter Solution, Market Settlements Management

Part #: B96523 – per Settlement Entity

Users of the Oracle Utilities Customer Cloud Service, Advanced Meter Solution, Market Settlements Management are authorized to access the following modules and services:

- Oracle Utilities Market Settlement Management

Use of this Oracle Cloud Service is restricted to supporting and performing settlement related functions as defined in the Program Documentation.

Any use not expressly permitted in this service description is not included and requires a separate subscription.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Customer Cloud Service, Advanced Meter Solution (prerequisite base Service), subject to the restrictions listed in this service description.

Usage Limits

The Oracle Utilities Market Settlements Management Cloud Service is subject to usage limits based on the following:

- A maximum number of Settlement Entities per Month as defined in Your order. A Settlement Entity is the lowest level of customer data that is required for a settlement process.
- This add-on subscription is an option for customers that want to use Market Settlements Management, in a single instance, with Customer Cloud Service with Advanced Meter Solution.
- The settlement meter readings, from Utilities Device Data Channels, must already reside in the related product and be settlement ready.
- Settlement batch processes will be executed outside of the critical billing windows including loading measurements, VEE (validation, editing and estimation), and billing processes. If settlement processes are performed during critical billing windows, additional batch threads may be required.
- Settlement processes should be run throughout the day to limit hardware usage peaks.
- High granularity interval data, less than 15 minute interval data, will require additional storage and batch threads, which must be purchased separately.

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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services.

Notwithstanding any statements in the Oracle Industries 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, Analytics Insights for Revenue Management

Part#: B92904 – per Billable Service Customer

Part #: B92907 – per Utilities Device Data Channels

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 prerequisite 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 (for part # B92904) or Utilities Device Data Channels (for part #B92907) as specified 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 Cloud Service; Oracle will not automatically allocate additional storage.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
12 hours	1 hour	99.9%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Customer Cloud Service, Integration Suite

Part # B92983 – per Billable Service Customer

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 (prerequisite base 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 per Month may adversely affect service performance. (For example, if Your Cloud Service is for 100,000 Billable Service Customers per Month, 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.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
12 hours	1 hour	99.9%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to 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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Customer Cloud Service, Market Transaction Framework for United States Distribution

Part # B92986 – per Instance

In order to use this Oracle Cloud Service, You must first purchase Oracle Utilities Customer Cloud Service (Part #: B90577) (prerequisite base Service). All Secure Data Transfer Obligations and Data Related Obligations are as provided in the service descriptions for the prerequisite base Service.

Users of Oracle Utilities Customer Cloud Service, Market Transaction Framework for United States Distribution are authorized to access all the United States Market Transaction features documented in the Customer Cloud Service Global Distribution Solution Catalog document available on My Oracle Support.

Oracle will make available the following:

- Documentation describing detailed configuration steps required for the implementation of Customer Cloud Service Market Transaction Framework for United States Distribution features mentioned in the Customer Cloud Service Global Distribution Solution Catalog document.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Notwithstanding any statements in the Oracle Industries 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

Part #: B92137 – per Instance

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 specified 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 Documentation.

The Production Environment may be leveraged for data migration purposes prior to entering into production operations (as part of Implementation Support Services).

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).
- As part of Implementation Support Services:
  - Non-Production Environment ("Target Environment") data may be refreshed from data in any Production Environment or Non-Production Environment ("Source Environment"), at Your request, no more than one (1) time in any thirty (30) day period, per Target Environment, provided the Target Environment database storage is equal to or greater in size than the Source Environment database storage used.
- As part of Live Operate Services:
  - Non-Production Environment ("Target Environment") data may be refreshed from data in any Production Environment or Non-Production Environment ("Source Environment"), at Your request, no more than one (1) time in any ninety (90) day period, per Target Environment, provided the Target Environment database storage is equal to or greater in size than the Source Environment database storage used.
- Usage of any provided functional testing tools is limited to:
  - Testing related to this Oracle Cloud Service only
  - Testing in non-production environments only

- o Functional testing only (e.g., no performance/stress testing)
- o A maximum of 40 users
- The database storage entitlement for operational reports generated by any included reporting tools is a maximum of 100 GB for each Production and Non-Production Environment.
  - o Any additional database storage purchases do not apply to or increase this entitlement.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
12 hours	1 hour	99.9%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to 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 are responsible for purchasing any additional storage required for Your use of the Oracle Cloud Service; Oracle will not automatically allocate additional storage.
- 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:
  - 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

You must schedule the Go-Live Readiness Review. This readiness review is not to perform a complete readiness assessment for going live; its purpose is to validate that select operational considerations have been made prior to go live.

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 readiness 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 Go-Live Readiness 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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Notwithstanding any statements in the Oracle Industries 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.

Additionally, any reporting tools that may be provided in the Production Environment are excluded from the definition of Service Availability; therefore, notwithstanding anything to the contrary in Your agreement and/or Service specifications, no service level agreements (including, those pertaining to Target Service Availability Level, or Target Service Uptime commitments) apply to any reporting tools that may be provided in this cloud service.

Oracle Utilities Customer Cloud Service for Retail, Additional Batch Threads

Part #: B94611 – per Additional Batch Thread

Oracle Utilities Customer Cloud Service for Retail, Additional Batch Threads are designed to allow You to purchase additional Batch Threads for one (1) specific environment (either Your Production Environment or one (1) Non-Production Environment). You must specify, via Your CSM, the specific environment to which You require this Oracle Cloud Service to be provisioned.

This Oracle Cloud Service subject to the following contracting restrictions:

- A minimum contract period of one (1) month.
- A maximum contract period equal to the remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Customer Cloud Service for Retail.
- You may be required to make purchases in multiples to align with minimum provisionable quantity requirements specified by Oracle.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Customer Cloud Service for Retail (prerequisite base Service), subject to the restrictions listed above.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Customer Cloud Service for Retail, Additional Concurrent Online Users

Part #: B94612 – per Additional Concurrent Online User

The Oracle Utilities Customer Cloud Service for Retail, Additional Concurrent Online User is designed to allow You to purchase additional capacity to support increased concurrent online users in Your Production or Non-Production Environments. You must specify, via Your CSM, into which environment You require the additional concurrent online user capacity to be provisioned.

This Oracle Cloud Service is subject to the following contracting restrictions:

- A minimum contract period of one (1) month.
- A maximum contract period equal to the remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Customer Cloud Service for Retail.
- You may be required to make purchases in multiples to align with minimum provisionable quantity requirements specified by Oracle.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Customer Cloud Service for Retail (prerequisite base Service), subject to the restrictions listed above.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Customer Cloud Service for Retail, Additional Data Storage

Part #: B93172 – per Instance

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. Data storage purchased as part of this Oracle Cloud Service may not be transferred to development Non-Production Environments or to other Oracle Cloud Services.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Customer Cloud Service for Retail, Additional Data Storage for Development Environments

Part #: B93173 – per Instance

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 use with Your development environments over and above the database storage provided as part of Oracle Utilities Customer Cloud Service for Retail environment or any Oracle Utilities Customer Cloud Service for Retail, Additional Development Environment. Data storage purchased as part of this Oracle Cloud Service may not be transferred to Production or test Non-Production Environments, or to other Oracle Cloud Services.

You may purchase multiple quantities 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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Customer Cloud Service for Retail, Additional Development Environment

Part #: B93171 – per Instance

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 prerequisite 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 remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite 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 prerequisite Oracle Utilities Customer Cloud Service for Retail.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Customer Cloud Service for Retail (prerequisite base Service), subject to the restrictions listed directly above.

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 prerequisite base Service.

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 prerequisite Oracle Utilities Customer Cloud Service for Retail.
- The storage and processing limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the prerequisite 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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Customer Cloud Service for Retail, Additional Requests per Minute

Part #: B94613 – per 100 Additional Requests per Minute

The Oracle Utilities Customer Cloud Service for Retail, Additional Requests per Minute is designed to allow You to purchase additional capacity to support increased integration requests in Your Production Environment or in one Non-Production Environment. You must specify, via Your CSM, into which environment You require the additional capacity to be provisioned.

This Oracle Cloud Service is subject to the following contracting restrictions:

- A minimum contract period of one (1) month.
- A maximum contract period equal to the remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Customer Cloud Service for Retail.
- You may be required to make purchases in multiples to align with minimum provisionable quantity requirements specified by Oracle.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Customer Cloud Service for Retail (prerequisite base Service), subject to the restrictions listed above.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Customer Cloud Service for Retail, Additional Test Environment

Part #: B93170 – per Instance

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 prerequisite 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 remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite 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 prerequisite Oracle Utilities Customer Cloud Service for Retail).

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Customer Cloud Service for Retail (prerequisite base Service), subject to the restrictions listed directly above.

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 prerequisite base Service.

Additional database storage cannot be purchased separately for Additional Test Environments, however any additional database storage purchased for the prerequisite base Service Production Environment will also be added to each test environment provisioned as part of the prerequisite base Service 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 prerequisite Oracle Utilities Customer Cloud Service for Retail.
- The storage and processing limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the prerequisite 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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Customer Cloud Service for Retail, Integration Suite

Part #: B92984 – per Instance

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 (prerequisite base Service) 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.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
12 hours	1 hour	99.9%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to 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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Customer Cloud Service for Retail, Registration Point

Part #: B92138 – per Registration Point

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 per Month; and
  - Up to a maximum of four (4) Utilities Device Data Channels.
- The following Batch Thread processing limits apply for this Oracle Cloud Service:
  - Production and Test Environments
    - Three (3) Batch Threads for every twenty five thousand (25,000) Registration Points per Month (rounded to the nearest positive multiple of three (3) Batch Threads), or a minimum of six (6) Batch Threads (whichever is larger). (See Appendix for example Batch Thread processing limit calculations).
  - Development Environments
    - Six (6) Batch Threads
- The following storage limits apply for this Oracle Cloud Service:

REGISTRATION POINTS	ENVIRONMENT TYPE	TOTAL DATABASE STORAGE (GB)
Up to 10,000	Production	125 GB
	Test	125 GB
	Development	100 GB
10,001 to 50,000	Production	250 GB
	Test	250 GB
	Development	100 GB
50,001 to 125,000	Production	500 GB
	Test	500 GB
	Development	500 GB
125,000 to 750,000	Production	2,500 GB
	Test	2,500 GB
	Development	100 GB

REGISTRATION POINTS	ENVIRONMENT TYPE	TOTAL DATABASE STORAGE (GB)
750,001 to 5,000,000	Production	16,000 GB
	Test	16,000 GB
	Development	100 GB

- Database storage included with this Oracle Cloud Service may not be transferred between environments or to other Oracle Cloud Services.
- Additional processing capacity and database storage for Production and Non-Production Environments may be purchased subject to additional fees.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Customer Cloud Service for Retail, United Kingdom Retail Solution, Base

Part #: B93168 – per Instance

AVAILABILE IN THE UNITED KINGDOM ONLY.

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

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.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, the Recovery Time Objective (RTO), Recovery Point Objective (RPO) and Target Service Availability Level for the Production Environment of this Oracle Cloud Service are provided with the Oracle Utilities Customer Cloud Service for Retail, Base.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Customer Cloud Service for Retail, United Kingdom Retail Solution, Registration Point

Part #: B93169 – per Instance

AVAILABILE IN THE UNITED KINGDOM ONLY.

In order 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 specified 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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Market Settlements Management Cloud Service

Part #: B96514 - per Settlement Entities

Users of the Oracle Utilities Market Settlements Management Cloud Service are authorized to access the following modules and services:

- Oracle Utilities Market Settlement Management
- Oracle Utilities Smart Grid Gateway
    - Oracle Utilities Smart Grid Gateway Adapter Development Kit

Use of the Oracle Utilities Market Settlements Management Cloud Service is restricted to supporting and performing settlement related functions as defined in the Program Documentation.

Users of the Oracle Utilities Market Settlements Management Cloud Service may leverage implementation support and live operate services as defined in the Program Documentation.

Any use not expressly permitted in this service description is not included and requires a separate subscription.

The Production Environment may be leveraged for data migration purposes prior to entering into production operations (as part of implementation support services).

Usage Limits

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

- A maximum number of Settlement Entities per Month as defined in Your order.
- One (1) Utilities Device Data Channel per Settlement Entity can be processed.
    - Additional Device Data Channels may require additional storage and batch threads, which must be purchased separately.
- Settlement processes should be run throughout the day to limit hardware usage peaks.
- High granularity interval data, less than 15 minute interval data, will require additional storage and batch threads, which must be purchased separately.
- Market Settlements Management Cloud Service cannot be used as a meter data management solution.
- Oracle Utilities Smart Grid Gateway cannot be used to send device commands.
- Market Settlements Management Cloud Service cannot be used for retail billing.
- Oracle will provision three (3) environments for this Oracle Cloud Service: one (1) Production Environment and two (2) Non-Production Environments (test and development).
- As part of implementation support and live operate services:
    - Non-Production Environment ("Target Environment") data may be refreshed from data in any Production Environment or Non-Production Environment ("Source Environment"), at Your request, no more than one (1) time in any ninety (90) day period, per Target Environment, provided the Target Environment database storage is equal to or greater in size than the Source Environment database storage used.
- 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
    - Testing in Non-Production Environments only
    - 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 Batch Thread processing limits apply for this Oracle Cloud Service:
  - o Production and Test Environments
    - ▪ Three (3) Batch Threads for every 50,000 Settlement Entity (rounded to the nearest positive multiple of three (3) Batch Threads), or a minimum of six (6) Batch Threads (whichever is larger). (See Appendix for example Batch Thread processing limit calculations).
  - o Development Environments
    - ▪ Six (6) Batch Threads
- The following database storage limits apply for the Oracle Utilities Market Settlements Management (including the Oracle Utilities Smart Grid Gateway) per the applicable Environment:

ENVIRONMENT TYPE	TOTAL DATABASE STORAGE (GB)
Production	1,750 GB
Test	1,750 GB
Development	500 GB

- Additional processing capacity and database storage for Production and Non-Production Environments may be purchased subject to additional fees.
- The database storage entitlement for operational reports generated by any included reporting tools is a maximum of 100 GB for each Production and Non-Production Environment.
  - o Any additional database storage purchases do not apply to or increase this entitlement.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
12 hours	1 hour	99.9%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to 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 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

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 liveYour 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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services.

Notwithstanding any statements in the Oracle Industries 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 Market Settlements Management Cloud Service, Additional Batch Threads

Part #: B96515 – per Additional Batch Thread

Oracle Utilities Market Settlements Management Cloud Service, Additional Batch Threads include additional Batch Threads for one (1) specific environment (either Your Production Environment or one (1) Non-Production Environment). You must specify, via Your CSM, the specific environment to which You require this Oracle Cloud Service to be provisioned.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Market Settlements Management Cloud Service (prerequisite base Service).

This Oracle Cloud Service is subject to the following restrictions:

- There is a minimum Services Period of one (1) month and a maximum Services Period equal to the remaining months in the Services Period of the prerequisite base Service, as specified in the applicable order (i.e., this Service must co-terminate with the prerequisite base Service).
- You may be required to make purchases in multiples to align with minimum provisionable quantity requirements specified by Oracle.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Market Settlements Management Cloud Service, Additional Concurrent Online Users

Part #: B96516 – per Additional Concurrent Online User

The Oracle Utilities Market Settlements Management Cloud Service, Additional Concurrent Online Users includes one (1) additional concurrent online user to support increased concurrent online users in Your Production or Non-Production Environments.

You must specify, via Your CSM, into which environment You require the additional concurrent online user capacity to be provisioned.

This Oracle Cloud Service is subject to the following restrictions:

- A minimum contract period of one (1) month.
- A maximum contract period equal to the remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Billing Cloud Service (i.e., this Service must co-terminate with the prerequisite base Service).
- You may be required to make purchases in multiples to align with minimum provisionable quantity requirements specified by Oracle.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Billing Cloud Service (prerequisite base Service), subject to the restrictions listed above.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Market Settlements Management Cloud Service, Additional Requests Per Minute

Part #: B96517 – per 100 Additional Requests per Minute

The Oracle Utilities Market Settlements Management Cloud Service, Additional Requests Per Minute includes one (1) Additional Request Per Minute to support increased integration requests for one (1) specific Production Environment or in one (1) Non-Production Environment.

You must specify, via Your CSM, the specific environment to which You require this Oracle Cloud Service to be provisioned.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Market Settlements Management Cloud Service (prerequisite base Service).

This Oracle Cloud Service is subject to the following restrictions:

- There is a minimum Services Period of one (1) month and a maximum Services Period equal to the remaining months in the Services Period of the prerequisite base Service, as specified in the applicable order (i.e., this Service must co-terminate with the prerequisite base Service).
- You may be required to make purchases in multiples to align with minimum provisionable quantity requirements specified by Oracle.

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 Industries Cloud Services Pillar Document which may be viewed at

Oracle Utilities Market Settlements Management Cloud Service, Additional Data Storage

Part #: B96518 – per Terabyte Storage Capacity per Month

Oracle Utilities Market Settlements Management Cloud Service, Additional Data Storage includes one (1) additional terabyte of database storage for Your Production Environment beyond what is provided with the prerequisite base Service.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Market Settlements Management Cloud Service (prerequisite base Service).

Any additional database storage purchased for the Production Environment of the prerequisite base Service will also be added to each Test Environment provisioned as part of the prerequisite base Service or any Oracle Utilities Market Settlements Management Cloud Service, Additional Test Environment instances.

- You may make multiple purchases of Oracle Utilities Market Settlements Management Cloud Service, Additional Data Storage for the prerequisite base Service, however, 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 order of Oracle Utilities Market Settlements Management Cloud Service, Additional Data Storage must co-terminate with the Service Period of the prerequisite base 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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Market Settlements Management Cloud Service, Additional Database Storage for Development Environments

Part #: B96519 – per Terabyte Storage Capacity per Month

Oracle Utilities Market Settlements Management Cloud Service, Additional Database Storage for Development Environments includes one (1) additional terabyte of database storage for a specified development environment over and above the database storage provided as part of the prerequisite base Service or any Oracle Utilities Market Settlements Management Cloud Service, Additional Development Environment instances.

- You may purchase multiple instances of the Oracle Utilities Market Settlements Management 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 Market Settlements Management Cloud Service, Additional Database Storage for Development Environments should be provisioned.
- Any Oracle Utilities Market Settlements Management Cloud Service, Additional Database Storage for Development Environments purchased applies for the duration of the Service Period of the prerequisite base 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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Market Settlements Management Cloud Service, Additional Development Environment

Part #: B96520 – per Instance

The Oracle Utilities Market Settlements Management Cloud Service, Additional Development Environment includes one development environment 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 prerequisite base Service.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Market Settlements Management Cloud Service (prerequisite base Service).

All Additional Development Environments are subject to the following restrictions:

- There is a minimum Services Period of twelve (12) months and a maximum Services Period equal to the remaining term of the Service Period of the prerequisite base Service, as specified in Your applicable order.
- There is a maximum total of ten (10) development environments, which includes any development environment(s) originally provisioned as part of the prerequisite Oracle Utilities Market Settlements Management Cloud Service
- All Additional Oracle Utilities Market Settlements Management Cloud Service, Additional Development Environments purchased will be equivalent to the development environment(s) included as part of the prerequisite base Service.

Usage Limits

Oracle Utilities Market Settlements Management 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 prerequisite base Service; and
- The storage and processing limits specified in Your order and/or service description for the prerequisite base 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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Market Settlements Management Cloud Service, Additional Test Environment

Part #: B96521 – per Instance

The Oracle Utilities Market Settlements Management Cloud Service, Additional Test Environment Cloud Service includes one additional test environment 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 prerequisite base Service.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Market Settlements Management Cloud Service (prerequisite base Service), subject to the restrictions listed directly below.

All Additional Test Environments are subject to the following restrictions:

- There is a minimum contract period of twelve (12) months, and a maximum contract period equal to the remaining term of the Service Period specified in Your order for the prerequisite base Service
- A maximum total of three (3) test environments (including the test environment(s) provisioned as part of the prerequisite base Service)
- All Additional Oracle Utilities Market Settlements Management Cloud Service, Additional Test Environments purchased will be equivalent to the test environment(s) included as part of the prerequisite base Service.
- Additional database storage cannot be purchased separately for Additional Test Environments.
    - Any additional database storage purchased for the Production Environment of the prerequisite base Service will also be added to each test environment provisioned as part of the prerequisite base Service or any Oracle Utilities Market Settlements Management Cloud Service, Additional Test Environment instances.

Usage Limits

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

- A maximum of number of Utilities Device Data Channels per Month as specified in Your order for the prerequisite base Service; and
- The storage and processing limits specified Your order for the prerequisite base 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 Industries Cloud Services Pillar Document, which may be viewed at
www.oracle.com/contracts/cloud-services.

Oracle Utilities Java Migration Cloud Service

Part #: B96108 – Each

Oracle Utilities Java Migration Cloud Service provides the ability to upload, execute security analysis, and deploy custom Java code into Oracle Utilities Customer Cloud Service or Oracle Utilities Customer Care and Billing Cloud Service instances. The code will be scanned for compliance, including valid code inclusions and growth restrictions as documented in the Program Documentation.

Usage Limits

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

- Growth of Java code is limited to growth resulting from maintenance and upkeep of existing Java code.
- Development of new Java code post go-live is not allowed.
- Non-compliant code will not be deployed into the product instance.

In order to use this Oracle Cloud Service, You must simultaneously purchase the Oracle Utilities Customer Care and Billing Cloud Java Development Environment Subscription or Oracle Utilities Customer Cloud Java Development Environment Subscription.

Disaster Recovery and Target Service Availability

Performance metrics, including RTO, RPO, and Target Service Availability Level, set forth in the Oracle Cloud Policies and Pillar Document referenced below or in Your order, are not applicable to the Oracle Utilities Java Migration 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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Meter Solution Cloud Service

Part #: B91158 – per Utilities Device Data Channel per Month

Retired Part #: B88869

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
    - o Oracle Utilities Smart Grid Gateway Adapter for Landis+Gyr
    - o Oracle Utilities Smart Grid Gateway MV-90 Adapter for Itron
    - o Oracle Utilities Smart Grid Gateway Adapter for Itron OpenWay
    - o Oracle Utilities Smart Grid Gateway Adapter for Sensus RNI
    - o Oracle Utilities Smart Grid Gateway Adapter for Silver Spring Networks
    - o Oracle Utilities Smart Grid Gateway Adapter Development Kit
- Oracle Utilities Service Order Management
- Oracle Utilities Operational Device Management

Use of Oracle Utilities Meter Solution Cloud Service is restricted to supporting and performing meter data management related functions as defined in the Program Documentation.

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 specified in Your order.

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

The Production Environment may be leveraged for data migration purposes prior to entering into production operations (as part of Implementation Support Services).

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 specified in Your order.
- You are not permitted to use the Oracle Utilities Meter Solution Cloud Service to perform settlement functions.
- Oracle will provision three (3) environments for this Oracle Cloud Service: one (1) Production Environment and two (2) Non-Production Environments (test and development).
- As part of implementation support and Live Operate Services:
    - o Non-Production Environment ("Target Environment") data may be refreshed from data in any Production Environment or Non-Production Environment ("Source Environment"), at Your request, no more than one (1) time in any ninety (90) day period, per Target Environment, provided the Target Environment database storage is equal to or greater in size than the Source Environment database storage used.
- 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
  - 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 Batch Thread processing limits apply for this Oracle Cloud Service:
  - Production and Test Environments
    - Three (3) Batch Threads for every 90,000 Utilities Device Data Channels per Month (rounded to the nearest positive multiple of three (3) Batch Threads), or a minimum of six (6) Batch Threads (whichever is larger). (See Appendix for example Batch Thread processing limit calculations).
  - Development Environments
    - Six (6) Batch Threads
- 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:
  - Production and Test Environments
    - 1,750 GB of database storage, plus an additional 1,000 GB of database storage for every 1 million (1,000,000) Utilities Device Data Channels per Month (rounded down to the nearest million)
  - Development Environments
    - 500 GB of database storage
- Database storage included with this Oracle Cloud Service may not be transferred between environments or to other Oracle Cloud Services.
- Additional processing capacity and database storage for Production and Non-Production Environments may be purchased subject to additional fees.
- The database storage entitlement for operational reports generated by any included reporting tools is a maximum of 100 GB for each Production and Non-Production Environment.
  - Any additional database storage purchases do not apply to or increase this entitlement.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
12 hours	1 hour	99.9%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to 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 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:
  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

- You must schedule the Go-Live Readiness Review. This readiness review is not to perform a complete readiness assessment for going live; its purpose is to validate that select operational considerations have been made prior to go live.

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 readiness 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 Go-Live Readiness 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 Industries Cloud Services Pillar Document, which may be viewed at
www.oracle.com/contracts/cloud-services.

Notwithstanding any statements in the Oracle Industries 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.

Additionally, any reporting tools that may be provided in the Production Environment are excluded from the definition of Service Availability; therefore, notwithstanding anything to the contrary in Your agreement and/or Service specifications, no service level agreements (including, those pertaining to Target Service Availability Level, or Target Service Uptime commitments) apply to any reporting tools that may be provided in this cloud service.

Oracle Utilities Meter Solution Cloud Service, Additional Batch Threads

Part #: B94620 – per Additional Batch Thread

Retired Part #: B94632

Oracle Utilities Meter Solution Cloud Service, Additional Batch Threads are designed to allow You to purchase additional Batch Threads for one (1) specific environment (either Your Production Environment or one (1) Non-Production Environment). You must specify, via Your CSM, the specific environment to which You require this Oracle Cloud Service to be provisioned.

This Oracle Cloud Service subject to the following contracting restrictions:

- A minimum contract period of one (1) month.
- A maximum contract period equal to the remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Meter Solution Cloud Service.
- You may be required to make purchases in multiples to align with minimum provisionable quantity requirements specified by Oracle.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Meter Solution Cloud Service (prerequisite base Service), subject to the restrictions listed above.

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 Industries Cloud Services Pillar Document which may be viewed at
www.oracle.com/contracts/cloud-services.

Oracle Utilities Meter Solution Cloud Service, Additional Concurrent Online User

Part #: B94621 – per Additional Concurrent Online User

Retired Part #: B94633

The Oracle Utilities Meter Solution Cloud Service, Additional Concurrent Online User is designed to allow You to purchase additional capacity to support increased concurrent online users in Your Production or Non-Production Environments. You must specify, via Your CSM, into which environment You require the additional concurrent online user capacity to be provisioned.

This Oracle Cloud Service is subject to the following contracting restrictions:

- A minimum contract period of one (1) month.
- A maximum contract period equal to the remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Meter Solution Cloud Service.
- You may be required to make purchases in multiples to align with minimum provisionable quantity requirements specified by Oracle.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Meter Solution Cloud Service (prerequisite base Service), subject to the restrictions listed above.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Meter Solution Cloud Service, Additional Data Storage

Part #: B91159 – per Terabyte Storage Capacity per Month

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. Data storage purchased as part of this Oracle Cloud Service may not be transferred to development Non-Production Environments or to other Oracle Cloud Services.

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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services.

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

Part #: B91162 – per Instance

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 use with Your development environments over and above the database storage provided as part of Oracle Utilities Meter Solution Cloud Service environment or any Oracle Utilities Meter Solution Cloud Service, Additional Development Environment. Data storage purchased as part of this Oracle Cloud Service may not be transferred to Production or test Non-Production Environments, or to other Oracle Cloud Services.

You may purchase multiple quantities 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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Meter Solution Cloud Service, Additional Development Environment

Part #: B91160 – per Instance

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 prerequisite 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 remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite 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 prerequisite 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 usage limits for the Oracle Utilities Meter Solution Cloud Service.

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 prerequisite 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 prerequisite Oracle Utilities Meter Solution Cloud Service
- The storage and processing limits specified in the Oracle Cloud Ordering Document and/or service description for the prerequisite 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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Meter Solution Cloud Service, Additional Requests per Minute

Part #: B94622 – per 100 Additional Requests per Minute

Retired part #: B94634

The Oracle Utilities Meter Solution Cloud Service, Additional Requests per Minute is designed to allow You to purchase additional capacity to support increased integration requests in Your Production Environment or in one Non-Production Environment. You must specify, via Your CSM, into which environment You require the additional capacity to be provisioned.

This Oracle Cloud Service is subject to the following contracting restrictions:

- A minimum contract period of one (1) month.
- A maximum contract period equal to the remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Meter Solution Cloud Service.
- You may be required to make purchases in multiples to align with minimum provisionable quantity requirements specified by Oracle.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Meter Solution Cloud Service (prerequisite base Service), subject to the restrictions listed above.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Meter Solution Cloud Service, Additional Test Environment

Part #: B91161 – per Instance

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 prerequisite 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 remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Meter Solution Cloud Service
- A maximum total of three (3) test environments (including the test environment(s) provisioned as part of the prerequisite 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.

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 prerequisite 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 prerequisite Oracle Utilities Meter Solution Cloud Service Production Environment will also be added to each test environment provisioned as part of the prerequisite 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 prerequisite Oracle Utilities Meter Solution Cloud Service
- The storage and processing limits specified in the Oracle Cloud Ordering Document and/or service description for the prerequisite 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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Meter Solution Cloud Service, Market Settlements Management Cloud Service Add-on

Part #: B96524 – Per Settlement Entities

Users of the Oracle Utilities Meter Solution Cloud Service, Market Settlements Management Cloud Service Add-on are authorized to access the following modules and services:

- Oracle Utilities Market Settlement Management
- Oracle Utilities Smart Grid Gateway
    - Oracle Utilities Smart Grid Gateway Adapter Development Kit

Use of this Oracle Cloud Service is restricted to supporting and performing settlement related functions as defined in the Program Documentation.

Any use not expressly permitted above is not included and requires a separate subscription.

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

Usage Limits

The Oracle Utilities Market Settlements Management Cloud Service is subject to usage limits based on the following:

- A maximum number of Settlement Entities per month as defined in Your order.
- This add-on subscription is an option for customers that want to use Market Settlements Management, in a single instance, with Meter Solution Cloud Service.
- The settlement meter readings, from Utilities Device Data Channels, must already reside in the related product and be settlement ready.
- Settlement batch processes will be executed outside of the critical billing windows including loading measurements, VEE (validation, editing and estimation), and billing processes. If settlement processes are performed during critical billing windows, additional batch threads may be required.
- Settlement processes should be run throughout the day to limit hardware usage peaks.
- High granularity interval data, less than 15 minute interval data, will require additional storage and batch threads.
- Market Settlements Management Cloud Service cannot be used for retail billing.

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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services.

Notwithstanding any statements in the Oracle Industries 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, Integration Suite

Part #: B92985 – per Utilities Device Data Channel per Month

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 (prerequisite base 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.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
12 hours	1 hour	99.9%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., any externally hosted integrations or solution extensions) or to 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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Rate Cloud Service

Part #: B90900 – per Billable Service Customer per Month

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

Use of the rate engine module from Oracle Utilities Customer to Meter 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 specified in Your order.
- Oracle will provision two (2) Environments for this Cloud Service: one (1) Production Environment and one (1) Non-Production Environment
- This Cloud Service is intended to store rates and related configuration only. It is not intended to store any customer data or transaction data.
- No data refresh services are provided as part of this Cloud Service.
- 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:

ENVIRONMENT TYPE	TOTAL DATABASE STORAGE
Production	20 GB
Non-Production	20 GB

- Database storage included with this Oracle Cloud Service may not be transferred between environments or to other Oracle Cloud Services.
- Additional processing capacity or database storage is not available for this Cloud Service.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
12 hours	1 hour	99.9%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster,

as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to 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.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Notwithstanding any statements in the Oracle Industries 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 ENTERPRISE SAAS - ASSET TECHNOLOGY

Oracle Utilities Digital Asset Cloud Service

Part #: B97224 – per 100 Utilities Devices

Users of the Oracle Utilities Digital Asset Cloud Service are authorized to access the work and asset management and inventory and purchasing capabilities found in Oracle Utilities Work and Asset Management Product as well as the service task and device management capabilities found in the Oracle Utilities Customer to Meter product.

Use of these features is restricted to managing Utility Devices within the Oracle Utilities Digital Asset Cloud Service capabilities for Program Management, Operational Device Management, Work/Task and Asset Management, and Event Management.

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

Usage Limits

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

- A maximum number of blocks of 100 Utilities Devices per Month as specified 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).
- As part of Implementation Support and Live Operate Services:
  - Non-Production Environment ("Target Environment") data may be refreshed from data in any Production Environment or Non-Production Environment ("Source Environment"), at Your request, no more than one (1) time in any ninety (90) day period, per Target Environment, provided the Target Environment database storage is equal to or greater in size than the Source Environment database storage used.
- 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 total users
- Usage of any application database schemas included in any provided data extracts is limited to the querying of data only.
- The following Batch Thread processing limits apply for this Oracle Cloud Service:
  - Production and Test Environments
    - Three (3) Batch Threads for every seven thousand five hundred (7,500) 100 Utilities Assets per Month (rounded to the nearest positive multiple of three (3) Batch Threads), or a minimum of six (6) Batch Threads (whichever is larger). (See Appendix for example Batch Thread processing limit calculations).
  - Development Environments
    - Six (6) Batch Threads
- The following storage limits apply to the Oracle Utilities Digital Asset Cloud Service per the applicable environment:

100 UTILITIES ASSETS	ENVIRONMENT TYPE	TOTAL DATABASE STORAGE
625 to 3,000	Production	50 GB

	Test	50 GB
	Development	50 GB
3,001 to 7,500	Production	50 GB
	Test	50 GB
	Development	50 GB
7,501 to 15,000	Production	150 GB
	Test	150 GB
	Development	50 GB
15,001 to 50,000	Production	300 GB
	Test	300 GB
	Development	100 GB

- Additional processing capacity and database storage for Production and Non-Production Environments may be purchased subject to additional fees.
- The database storage entitlement for operational reports generated by any included reporting tools is a maximum of 100 GB for each Production and Non-Production Environment.
    o Any additional database storage purchases do not apply to or increase this entitlement.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
12 hours	1 hour	99.9%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to 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 who is 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 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:
  - 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

- You must schedule the Go-Live Readiness Review. This readiness review is not to perform a complete readiness assessment for going live; its purpose is to validate that select operational considerations have been made prior to go live.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Notwithstanding any statements in the Oracle Industries 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 Digital Asset Cloud Service, Additional Batch Threads per Month

Part #: B95175 – per Additional Batch Threads

Oracle Utilities Digital Asset Cloud Service, Additional Batch Threads provide You with additional Batch Threads for one (1) specific environment (either Your Production Environment or one (1) Non-Production Environment). You must specify, via Your CSM, the specific environment to which You require this Oracle Cloud Service to be provisioned.

This Oracle Cloud Service is subject to the following contracting restrictions:

- A minimum contract period of one (1) month.
- A maximum contract period equal to the remaining term of the Services Period specified in Your order for the prerequisite Oracle Utilities Digital Asset Cloud Service.
- You may be required to make purchases in multiples to align with minimum provisionable quantity requirements specified by Oracle.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Digital Asset Cloud Service (prerequisite base Service), subject to the restrictions listed above.

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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Digital Asset Cloud Service, Additional Concurrent Online Users per Month

Part #: B95176 – per Additional Batch Threads

The Oracle Utilities Digital Asset Cloud Service, Additional Concurrent Online User is designed to allow You to purchase additional capacity to support increased concurrent online users in Your Production or Non-Production Environments. You must specify, via Your CSM, into which environment You require the additional concurrent online user capacity to be provisioned.

This Oracle Cloud Service subject to the following contracting restrictions:

- A minimum contract period of one (1) month.
- A maximum contract period equal to the remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Digital Asset Cloud Service.
- You may be required to make purchases in multiples to align with minimum provisionable quantity requirements specified by Oracle.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Digital Asset Cloud Service (prerequisite base Service), subject to the restrictions listed above

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Digital Asset Cloud Service, Additional Data Storage

Part #: B94953 – per 250 Gigabytes per Month

Oracle Utilities Digital Asset Cloud Service, Additional Data Storage provides You with an additional two hundred and fifty (250) gigabytes of database storage for Your Production Environment beyond what is provided with the Oracle Utilities Digital Asset Cloud Service. Any additional database storage purchased for the Oracle Utilities Digital Asset Cloud Service Production Environment will also be added to each test environment provisioned as part of the Oracle Utilities Digital Asset Cloud Service or any Oracle Utilities Digital Asset Cloud Service, Additional Test Environments. Data storage purchased as part of this Oracle Cloud Service may not be transferred to development Non-Production Environments or to other Oracle Cloud Services.

You may make multiple purchases of Additional Data Storage for the Oracle Utilities Digital 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 Digital Asset Cloud Service, Additional Data Storage applies for the duration of the Services Period of the Oracle Utilities Digital 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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Digital Asset Cloud Service, Additional Development Environment

Part #: B94954 – per Instance

The Oracle Utilities Digital 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 prerequisite Oracle Utilities Digital 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 remaining term of the Services Period specified in the order for the prerequisite Oracle Utilities Digital Asset Cloud Service.
- A maximum total of ten (10) development environments, including any development environment(s) originally provisioned as part of the prerequisite Oracle Utilities Digital Asset Cloud Service.

To use this Oracle Utilities Digital Asset Cloud Service, Additional Development Environment, You are required to first purchase and maintain the Oracle Utilities Digital Asset Cloud Service, subject to the restrictions listed directly above.

All Additional Oracle Utilities Digital Asset Cloud Service, Additional Development Environments purchased will be no larger in size than the development environment(s) included as part of the prerequisite Oracle Utilities Digital Asset Cloud Service.

Usage Limits

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

- The number of 100 Utilities Devices per Month as specified in the order for the prerequisite Oracle Utilities Digital Asset Cloud Service.
- The storage and processing limits specified in the order and/or Oracle service description for the prerequisite Oracle Utilities Digital 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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Digital Asset Cloud Service, Additional Data Storage for Development Environments

Part #: B94956 – per 250 Gigabytes per Month

Oracle Utilities Digital Asset Cloud Service, Additional Data Storage for Development Environments provides You with 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 the Oracle Utilities Digital Asset Cloud Service environment or any Oracle Utilities Digital Asset Cloud Service, Additional Development Environment. Data storage purchased as part of this Oracle Cloud Service may not be transferred to Production or test Non-Production Environments, or to other Oracle Cloud Services.

You may purchase multiple quantities of the Oracle Utilities Digital Asset Cloud Service, Additional Data Storage for Development Environments; however, more than two (2) purchases per calendar year will 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 Digital Asset Cloud Service, Additional Data Storage for Development Environments should be provisioned.

Any Oracle Utilities Digital Asset Cloud Service, Additional Data Storage for Development Environments purchased applies for the duration of the Services Period under the Ordering Document of the Oracle Utilities Digital 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 Industries Cloud Services Pillar Document Policies, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Digital Asset Cloud Service, Additional Requests per Minute

Part #: B95177 – per 200 Additional Requests per Minute

The Oracle Utilities Digital Asset Cloud Service, Additional Requests per Minute is designed to allow You to purchase additional capacity to support increased integration requests in Your Production Environment or in one Non-Production Environment. You must specify, via Your CSM, into which environment You require the additional capacity to be provisioned.

This Oracle Cloud Service is subject to the following contracting restrictions:

- A minimum contract period of one (1) month.
- A maximum contract period equal to the remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Digital Asset Cloud Service.
- You may be required to make purchases in multiples to align with minimum provisionable quantity requirements specified by Oracle.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Digital Asset Cloud Service (prerequisite base Service), subject to the restrictions listed above.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Digital Asset Cloud Service, Additional Test Environment

Part #: B94955 – per Instance

The Oracle Utilities Digital 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 prerequisite Oracle Utilities Digital 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 remaining term of the Services Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Digital Asset Cloud Service.
- A maximum total of three (3) test environments (including the test environment(s) provisioned as part of the prerequisite Oracle Utilities Digital Asset Cloud Service).

To use this Oracle Utilities Digital Asset Cloud Service, Additional Test Environment, You are required to first purchase and maintain the Oracle Utilities Digital Asset Cloud Service, subject to the restrictions listed directly above.

All Additional Oracle Utilities Digital Asset Cloud Service, Additional Test Environments purchased will be no larger in size than the test environment(s) included as part of the prerequisite Oracle Utilities Digital Asset Cloud Service.

Additional database storage cannot be purchased separately for Additional Test Environments; however, any additional database storage purchased for the prerequisite Oracle Utilities Digital Asset Cloud Service Production Environment will also be added to each test environment provisioned as part of the prerequisite Oracle Utilities Digital Asset Cloud Service or any Oracle Utilities Digital Asset Cloud Service, Additional Test Environment instances.

Usage Limits

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

- The number of 100 Utilities Devices per Month as specified in Your order for the prerequisite Oracle Utilities Digital Asset Cloud Service.
- The storage and processing limits specified in Your order and/or Oracle service description for the prerequisite Oracle Utilities Digital 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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services.Utilities

Oracle Utilities Work and Asset Cloud Service

Part #: B91131 – per Hosted Named User

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.

The Production Environment may be leveraged for data migration purposes prior to entering into production operations (as part of Implementation Support Services).

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 specified 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).
- As part of implementation support and Live Operate Services:
  - Non-Production Environment ("Target Environment") data may be refreshed from data in any Production Environment or Non-Production Environment ("Source Environment"), at Your request, no more than one (1) time in any ninety (90) period, per Target Environment, provided the Target Environment database storage is equal to or greater in size than the Source Environment database storage used.
- 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 Batch Thread processing limits apply for this Oracle Cloud Service:
  - Production and Test Environments
    - Three (3) Batch Threads for every two hundred and fifty (250) Hosted Named Users per Month (rounded to the nearest positive multiple of three (3) Batch Threads), or a minimum of six (6) Batch Threads (whichever is larger). (See Appendix for example Batch Thread processing limit calculations).
  - Development Environments
    - Six (6) Batch Threads
- The following storage limits apply per the applicable Environment:

HOSTED NAMED USERS	ENVIRONMENT TYPE	TOTAL DATABASE STORAGE
50 to 300	Production	50 GB
	Test	50 GB
	Development	50 GB
301 to 750	Production	150 GB
	Test	150 GB
	Development	50 GB
751 to 2,000	Production	300 GB
	Test	300 GB
	Development	100 GB

- Database storage included with this Oracle Cloud Service may not be transferred between environments or to other Oracle Cloud Services. Additional processing capacity and database storage for Production and Non-Production Environments may be purchased subject to additional fees.
- The database storage entitlement for operational reports generated by any included reporting tools is a maximum of 100 GB for each Production and Non-Production Environment.
  - Any additional database storage purchases do not apply to or increase this entitlement.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
12 hours	1 hour	99.9%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to 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 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:
  - 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

- You must schedule the Go-Live Readiness Review. This readiness review is not to perform a complete readiness assessment for going live; its purpose is to validate that select operational considerations have been made prior to go live.

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 readiness 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 Go-Live Readiness 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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Notwithstanding any statements in the Oracle Industries 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.

Additionally, any reporting tools that may be provided in the Production Environment are excluded from the definition of Service Availability; therefore, notwithstanding anything to the contrary in Your agreement and/or Service specifications, no service level agreements (including, those pertaining to Target Service Availability Level, or Target Service Uptime commitments) apply to any reporting tools that may be provided in this cloud service.

Oracle Utilities Work and Asset Cloud Service, Additional Batch Threads

Part #: B94623 – per Additional Batch Thread

Oracle Utilities Work and Asset Cloud Service, Additional Batch Threads are designed to allow You to purchase additional Batch Threads for one (1) specific environment (either Your Production Environment or one (1) Non-Production Environment). You must specify, via Your CSM, the specific environment to which You require this Oracle Cloud Service to be provisioned.

This Oracle Cloud Service subject to the following contracting restrictions:

- A minimum contract period of one (1) month.
- A maximum contract period equal to the remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Work and Asset Cloud Service.
- You may be required to make purchases in multiples to align with minimum provisionable quantity requirements specified by Oracle.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Work and Asset Cloud Service (prerequisite base Service), subject to the restrictions listed above.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Work and Asset Cloud Service, Additional Concurrent Online User

Part #: B94624 – per Additional Concurrent Online User

The Oracle Utilities Work and Asset Cloud Service, Additional Concurrent Online User is designed to allow You to purchase additional capacity to support increased concurrent online users in Your Production or Non-Production Environments. You must specify, via Your CSM, into which environment You require the additional concurrent online user capacity to be provisioned.

This Oracle Cloud Service subject to the following contracting restrictions:

- A minimum contract period of one (1) month.
- A maximum contract period equal to the remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Work and Asset Cloud Service.
- You may be required to make purchases in multiples to align with minimum provisionable quantity requirements specified by Oracle.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Work and Asset Cloud Service (prerequisite base Service), subject to the restrictions listed above

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Work and Asset Cloud Service, Additional Data Storage

Part #: B91132 – per 250 Gigabytes per Month

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. Data storage purchased as part of this Oracle Cloud Service may not be transferred to development Non-Production Environments or to other Oracle Cloud Services.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Work and Asset Cloud Service, Additional Database Storage for Development Environment

Part #: B91135 – per 250 Gigabytes per Month

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 use with Your development environments over and above the database storage provided as part of Oracle Utilities Work and Asset Cloud Service environment or any Oracle Utilities Work and Asset Cloud Service, Additional Development Environment. Data storage purchased as part of this Oracle Cloud Service may not be transferred to Production or test Non-Production Environments, or to other Oracle Cloud Services.

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 Industries Cloud Services Pillar Document Policies which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Work and Asset Cloud Service, Additional Development Environment

Part #: B91133 – per Instance

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 prerequisite 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 remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite 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 prerequisite 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.

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 prerequisite 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 prerequisite Oracle Utilities Work and Asset Cloud Service.
- The storage and processing limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the prerequisite 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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Work and Asset Cloud Service, Additional Requests per Minute

Part #: B94625 – per 100 Additional Requests per Minute

The Oracle Utilities Work and Asset Cloud Service, Additional Requests per Minute is designed to allow You to purchase additional capacity to support increased integration requests in Your Production Environment or in one Non-Production Environment. You must specify, via Your CSM, into which environment You require the additional capacity to be provisioned.

This Oracle Cloud Service is subject to the following contracting restrictions:

- A minimum contract period of one (1) month.
- A maximum contract period equal to the remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Work and Asset Cloud Service.
- You may be required to make purchases in multiples to align with minimum provisionable quantity requirements specified by Oracle.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Work and Asset Cloud Service (prerequisite base Service), subject to the restrictions listed above.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Work and Asset Cloud Service, Additional Test Environment

Part #: B91134 – per Instance

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 prerequisite 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 remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite 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 prerequisite 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.

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 prerequisite 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 prerequisite Oracle Utilities Work and Asset Cloud Service Production Environment will also be added to each test environment provisioned as part of the prerequisite 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 prerequisite Oracle Utilities Work and Asset Cloud Service.
- The storage and processing limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the prerequisite 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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Work and Asset Cloud Service, Basic User Add-On

Part #: B92308 – per Hosted Named User

In order to use this Oracle Cloud Service, You must first purchase Oracle Utilities Work and Asset Cloud Service – Per Hosted Named User (Part # B91131) (prerequisite base Service).

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:
    - Work Activity
    - Service History
    - Timesheet
    - 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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

ORACLE UTILITIES ENTERPRISE SAAS - GENERAL SERVICES

Oracle Utilities, Additional Gate Review

Part # B90391 – per Instance

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/cloud-services.

Oracle Utilities Cloud Service, Break Glass

The Oracle Utilities Cloud Service, Break Glass ("break glass") Services listed below provide Your cloud service administrator(s) with the ability to approve requests for temporary access to Your Content in the applicable Oracle Cloud Service by Oracle personnel to perform specific, requested actions as part of a break glass event. Each Service below is sold separately.

B96594	Oracle Utilities Billing Cloud Service, Break Glass – Instance
B96595	Oracle Utilities Customer Care and Billing Cloud Service, Break Glass – Instance
B96596	Oracle Utilities Customer Cloud Service, Break Glass - Instance
B96597	Oracle Utilities Customer Cloud Service for Retail, Break Glass – Instance
B96599	Oracle Utilities Market Settlements Management Cloud Service, Break Glass – Instance
B96600	Oracle Utilities Meter Solution Cloud Service, Break Glass - Instance
B96601	Oracle Utilities Rate Cloud Service, Break Glass - Instance
B96513	Oracle Utilities Work and Asset Cloud Service, Break Glass - Instance

There are situations in which Oracle requires the ability to gain access to certain parts of an Oracle Utilities Cloud Service for low level analysis and troubleshooting. Such access requires that Oracle follow a process for bypassing access controls to analyze system data, as well as for driving the system's state using imperative operations to apply changes to the environment. The process for bypassing typical access controls and automated system management is referred to by the term "breaking glass."

When enabled, break glass restricts Oracle personnel from accessing Your Content unless a break glass event has been created and approval from Your cloud service administrator(s) has been provided. Break glass events may be requested either by Oracle or by You. Break glass events are scheduled in advance and require the parties to specify information such as:

- the purpose for the access,
- the detailed actions to be performed,
- the expected duration of the event,
- event scheduling information and
- the type of access required to perform the requested actions.

Audit logs of actions performed by Oracle personnel as part of the break glass event will be made available upon Your request via My Oracle Support.

The "Break Glass Event Period" is defined as the actual date and time from when the break glass event is initiated (i.e., when temporary access to Your Content is granted to Oracle personnel) to the actual date and time when the break glass event is closed (i.e., when any actions performed on Your Content by Oracle personnel using the granted temporary access have been completed or when the time period for temporary access to Your Content has closed).

To use any one of these Oracle Cloud Services, You are required to first purchase and maintain the applicable prerequisite base Service and are subject to the restrictions in the associated service description.

Usage Limits

- Break glass Services are only provided for the related base Oracle Cloud Services. Where available, separate subscriptions are required to provide break glass Services for each individual Oracle Utilities Cloud Service.
- Oracle will automatically create break glass events for maintenance activities performed by Oracle during scheduled maintenance. In order for maintenance to be completed, You agree to automatic approval of any such break glass events created by Oracle for scheduled maintenance purposes.
- Any break glass event requests from You; approvals (except as noted above); and related required sensitive information must be submitted by Your cloud service administrator(s) via My Oracle Support.
- If You submit a service request to Oracle for support regarding an issue involving data (e.g., loading issues, corruption, etc.), You must ensure that such service request contains only randomized data and not any of Your Content.
- Break glass features must be enabled for all Production and Non-Production Environments for the related base Oracle Cloud Service.
    - It is not possible to disable or enable break glass for a subset of environments.
- As break glass Services provide deep-rooted security related functionality, use of the break glass Service may require subscription to additional, prerequisite Oracle Cloud Services.
- The related base Oracle Cloud Service and related service performance, including but not limited to Target Service Availability Level, scheduled maintenance periods, and service request response times:
    - May be adversely impacted if access, information, or requests for action (to be performed by You) required by Oracle personnel are delayed or denied, and in such case, Oracle is not responsible for such impacts, including any related service level credits.
- The related Oracle Cloud Service may include additional functionality that does not utilize the Oracle Cloud Service database, and that additional functionality is therefore not covered by this break glass Service (which enables You to approve access to Your data stored in the related Oracle Cloud Service database).
    - Examples of that additional functionality are capabilities which interact with the prerequisite Oracle Cloud Service database but are not part of the database, such as monitoring and/or administration portals or consoles. Any of that additional functionality that is not covered by this break glass Service is covered under Oracle's standard access control and data protection policies.

Disaster Recovery and Service Availability

- The following break glass related activities <u>do not</u> constitute Unplanned Downtime:
    - Enabling and disabling break glass
    - Break glass events (for the duration of the Break Glass Event Period)
- The following limitations apply in terms of disaster recovery:
    - Any activities or actions relating to a break glass event which are underway during the Break Glass Event Period may not be applied in the secondary instance in the event of a disaster occurring during the Break Glass Event Period.

Your Break Glass Event Obligations

- Other than with regard to maintenance activities performed by Oracle during scheduled maintenance:
    - Prior to Oracle initiating a break glass event, You must provide approval for the proposed break glass actions on Your Content.
    - You are responsible for reviewing and approving or rejecting any break glass actions performed on Your Content.
- For the duration of any Break Glass Event Period, You will:
    - Ensure that any required non-Oracle personnel are available;
    - Ensure that any non-Oracle personnel participating in break glass reviews are authorized, by You, to view Your Content;
    - Provide timely responses to all Oracle requests;
    - Provide timely review of all break glass actions performed on Your Content, including verifying the correctness of any changes requested by You; and
    - Provide timely approval to commit or roll back any break glass actions performed on Your 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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Cloud Service, GoldenGate Replication

Part # B110320

Oracle Utilities Cloud Service, GoldenGate Replication provides You with the ability to establish one-way, initial, and ongoing change-based (CDC) replication of Your Content from a supported source environment to a supported target environment via a Named Distribution Path for reporting purposes. This is herein referred to as "Replication Services".

For the purposes of this Oracle Cloud Service:

- A "Source Environment" is defined as one (1) Production or Non-Production Environment upstream of the Named Distribution Path which is included as part of one (1) supported Oracle Utilities Enterprise SaaS Cloud Service that has been purchased by You.
- A "Target Environment" is defined as one (1) supported data repository, destination, or location within a separate tenancy which is downstream of the Named Distribution Path and fully owned by You and managed by You or Your Users.

Oracle is responsible for deploying, configuring, and administering the Source Environment components upstream of the Named Distribution Path which are required for the operation of this Oracle Cloud Service, and will use reasonable efforts to transmit the change data (as selected by You) from the Source Environment to the Named Distribution Path.

Configuration and administration of the Named Distribution Path is a shared responsibility, as it requires authentication credentials and security configuration effort from both parties.

To use this Oracle Cloud Service, You are required to first purchase and maintain the following pre-requisite services:

- A supported Oracle Utilities Enterprise SaaS Cloud Service containing the environment You wish to nominate as the Source Environment.
- All required Oracle Cloud Infrastructure services listed in the program documentation which are required to establish a supported Target Environment suitable for receiving the Replication Services.

Supported Target Environment configurations are listed in the program documentation and may change over time.

The following Oracle Utilities Enterprise SaaS Cloud Services are supported for use as Source Environments with this Oracle Cloud Service:

- Oracle Utilities Billing Cloud Service
- Oracle Utilities Customer Care and Billing Cloud Service
- Oracle Utilities Customer Cloud Service
- Oracle Utilities Customer Cloud Service for Retail
- Oracle Utilities Digital Asset Cloud Service
- Oracle Utilities Market Settlements Management Cloud Service
- Oracle Utilities Meter Solution Cloud Service
- Oracle Utilities Work and Asset Cloud Service
- Oracle Utilities Java Migration Cloud Service

If Your subscription for the Oracle Utilities Enterprise SaaS Cloud Service expires or terminates, this Oracle Cloud Service will automatically end.

Usage Limits

- Replication Services are limited to the number of Named Distribution Paths as specified in Your Order.
- Each Named Distribution Path relates to exactly one (1) Source Environment and (1) Target Environment (as nominated by You) at any point in time.
- You may request (via a My Oracle Support Service Request) to change the Source Environment for a Named Distribution Path one (1) time in any ninety (90) day period.
- Source Environment trail file (i.e. a stream of CDC information) retention is limited to seven (7) days (trail file retention period)
- Replication Services are limited to the data model entities specifically listed in the program documentation.
- You may not perform any high-volume data modification activities which are not part of normal, regular Production (live operate) activities in (or into) the Source Environment while Replication Services are active.
  - Examples of high-volume data modification activities include (but are not limited to): performing database copies (clones), data migration, bulk test data inserts or updates via any provided import tools (e.g. Configuration Migration Assistant, SQL Loader).
  - Should You need to perform high-volume data modification activities, You must disable Replication Services for the duration of those activities and re-establish/re-initialize Replication Services once complete.
- After Replication Services are established / initialized for the first time, You may request a database copy (*See "Requesting a Database Copy" in the Cloud Services Cloud Operations Guide*) to re-establish / re-initialize Replication Services one (1) time in any 30 day period.
- If You submit service requests to Oracle for support regarding issues involving data You must ensure that such service requests contain only randomized data and not any of Your Content.
- The Target Environment:
  - Must reside in a separate tenancy that is wholly owned by You and managed by You or Your Users.
  - Must be able to be configured for complete and stable network connectivity to the Source Environment, with a minimum throughput of 1 Gbps (1 gigabit per second, or 1,000 megabits per second) and low latency.
- Where Oracle Utilities Java Migration Cloud Service is deployed in the Source Environment Oracle Cloud Service:
  - Oracle will exclude custom table data from the Replication Services until a sizing assessment has been performed.
    - *This is done to preserve overall performance of the Replication Services.*
  - Oracle reserves the right to re-assess custom table data volumes and to restrict Replication Services for custom table data at any time where necessary to preserve overall performance

Disaster Recovery and Service Availability

- No Disaster Recover objectives (Recovery Time Objective (RTO), Recovery Point Objective (RPO)) or Target Service Availability Level apply to this Oracle Cloud Service.
- Any changes made to Your Content which have not been finalized (i.e., committed) in the Source Environment, at the time a disaster occurs, may not be delivered to the Named Distribution Path. This is because replication from the Source Environment to the Named Distribution Path can only occur for changes made to Your Content which have been finalized

(i.e., committed) in the Source Environment.

- The following activities relating to this Oracle Cloud Service constitute scheduled maintenance in the Source Environment Oracle Cloud Service:
  - o Processing Your requests to:
    - Enable, establish, initialize, re-establish, re-initialize, re-synchronize, disable, pause, or terminate Replication Services in whole or in part.
    - Change the Source Environment or to otherwise alter the Source Environment configuration (where agreed to by Oracle).
    - Provide a new database copy (*See "Requesting a Database Copy" in the Cloud Services Cloud Operations Guide*).
  - o Any Source Environment maintenance, database copies, or other activity required to investigate and/or resolve Replication Service issues, and to establish or re-establish Replication Services caused by exceeding the limits of the trail file retention period or otherwise caused by problems with the Target Environment (e.g., user, configuration or administration errors; network connectivity issues; Target Environment unavailability; insufficient capacity or storage; or performance issues of any kind).

Your Obligations

- You are completely responsible and accountable for all aspects of the Target Environment, including (but not limited to):
  - o Purchasing, sizing, deploying, configuring, testing (functional and performance), maintenance and the ongoing operation of all required components.
  - o All projects and work relating to initial deployment and ongoing maintenance.
  - o Ensuring the availability of appropriately qualified resources for all required work.
  - o Providing Oracle with all required Target Environment and tenancy details such as tenancy, compartment, networking, database identifiers, etc.
  - o All data ownership, management, security and compliance of any of Your Content replicated from the Source Environment once accessed in any way from the Named Distribution Path. Oracle's responsibility for Your Content ends when the data is accessible from the Target Environment, unless otherwise expressly agreed in writing between You and Oracle.
  - o Infrastructure, network, identity and access administration.
  - o All database administration, including (but not limited to):
    - Replication data integrity/syncronization troubleshooting and issue resolution.
    - Synchronization of the source and target data models based on Your reporting requirements.
    - Creation and management of any required indexes, tablespaces, partitions, etc.
    - Performance analysis and issue resolution.
  - o Overall performance, availability, reliability, disaster recovery and business continuity.
  - o Requesting database copies of the Source Environment via Service Request (or self-service where available) for initial data loads.
- During periods of high transactional activity on the Source Environment (e.g. batch processing), the application of change data to the Target Environment may lag depending on the capacity and performance of the underlying target components. You are responsible for assessing the rate of change in the Source Environment and determining if configuration changes and/or additional resources may be required to improve the performance of any component in the Target Environment.

- Where Oracle Utilities Java Migration Cloud Service is deployed in the Source Environment Oracle Cloud Service:
    - You must request a sizing assessment for your Source Environment Oracle Cloud Service to allow Oracle to assess all custom table data volumes (both current and expected) and to evaluate the feasibility of including custom table data as part of the Replication Services.

Additional Notes and Considerations

- Issues, faults and changes to the Target Environment components (e.g., data/processing errors, configuration changes, the application of upgrades/patches, modifying the Source Environment for a Named Distribution Path) or exceeding the limits of the trail file retention period may invalidate the synchronization integrity of the Target Environment and require You to request a new database copy (*See "Requesting a Database Copy" in the Cloud Services Cloud Operations Guide*) of the Source Environment, re-initialize the Target Environment and re-establish synchronization with the Source Environment.
    - Planned downtime in the Source Environment may be required to create a database copy with the synchronization information required for initialization or re-initialization of a Target Environment.

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 Non-Production Environment (For OPN Partners Only)

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 Recovery Time Objective (RTO), Recovery Point Objective (RPO) or Target Service Availability Level 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:

- Oracle will provision one (1) Non-Production Environment for this Cloud Service.
- 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 of Your actual 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
- Database storage included with this Oracle Cloud Service may not be transferred to other Oracle Cloud Services.
- 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.
- The following Batch Thread processing limits apply for this Oracle Cloud Service:
  - o Six (6) Batch Threads
- Additional processing capacity or database storage is not available for this Cloud Service
- The database storage entitlement for operational reports generated by any included reporting tools is a maximum of 100

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/cloud-services.

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

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 Recovery Time Objective (RTO), Recovery Point Objective (RPO) or Target Service Availability Level 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:

- Oracle will provision one (1) Non-Production Environment for this Cloud Service.
- 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 of Your actual 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
- Database storage included with this Oracle Cloud Service may not be transferred to other Oracle Cloud Services.
- 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.
- The following Batch Thread processing limits apply for this Oracle Cloud Service:
  - o   Six (6) Batch Threads
- Additional processing capacity or database storage is not available for this Cloud Service
- The database storage entitlement for operational reports generated by any included reporting tools is a maximum of 100 GB

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/cloud-services.

Oracle Utilities, Online Capacity Peak Load Boost Pack

Part # B99724 - Each

Oracle Utilities, Online Capacity Peak Load Boost Pack enables You to purchase a quantity of 50 x 100 Additional Requests per Minute (5000)[5] of additional online capacity for future, temporary use during a 7-day period with a start date scheduled by You in advance.

You may purchase multiple instances of this part number. You are responsible for planning and scheduling the deployment of this Oracle Cloud Service with Oracle, and for providing a minimum of 24 hours of advance notice.

This Oracle Cloud Service is subject to the following contracting restrictions:

- You must be subscribed to one of the following eligible pre-requisite Oracle Utilities Enterprise SaaS Cloud Services:
    - Oracle Utilities Billing Cloud Service
    - Oracle Utilities Customer Care and Billing Cloud Service
    - Oracle Utilities Customer Cloud Service
    - Oracle Utilities Customer Cloud Service for Retail
    - Oracle Utilities Digital Asset Cloud Service
    - Oracle Utilities Java Migration Cloud Service
    - Oracle Utilities Meter Solution Cloud Service
    - Oracle Utilities Work and Asset Cloud Service
- You are responsible for determining Your additional capacity requirements, and for pre-purchasing a sufficient quantity of this part number in advance to satisfy Your requirements.
- You must consume additional capacity within twelve (12) months from the date of purchase, or before the end of Your contract term (whichever is earlier).

Usage Limits

- To use this Oracle Cloud Service, You are required to first purchase and maintain an eligible Oracle Utilities Enterprise SaaS Cloud Service.
- This Oracle Cloud Service can only be used with one (1) eligible pre-requisite Oracle Utilities Enterprise SaaS Cloud Service.
- You must request the deployment of this additional capacity via service request (My Oracle Support), providing Oracle with a minimum of twenty-four (24) hours advance notice.
- You may request to deploy multiple boost packs concurrently to achieve as much additional capacity as You require, as long as You have pre-purchased additional capacity (for example, You may choose to deploy 2 boost packs of 50 x 100 Additional Requests per Minute each (for a total of 10,000) for the same 7-day period.
- Additional capacity is available for Your Production Environment only.
- Additional capacity may not be available in the event of a declaration of a disaster resulting in Disaster Recovery failover of the pre-requisite Oracle Cloud Service.

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[5] Refer to the metric definitions section in the Glossary for definition of 100 Additional Requests per Minute. The Oracle Utilities, Online Capacity Peak Load Boost Pack is sold in increments of 5,000 Active Requests.

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 https://www.oracle.com/contracts/cloud-services/.

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

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 Recovery Time Objective (RTO), Recovery Point Objective (RPO) or Target Service Availability Level 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:

- Oracle will provision one (1) Non-Production Environment for this Cloud Service.
- 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 of Your actual 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.
   o 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
- Database storage included with this Oracle Cloud Service may not be transferred to other Oracle Cloud Services.

- 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.
- The following Batch Thread processing limits apply for this Oracle Cloud Service:
  - Six (6) Batch Threads
- Additional processing capacity or database storage is not available for this Cloud Service
- The database storage entitlement for operational reports generated by any included reporting tools is a maximum of 100 GB

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/cloud-services.

Oracle Utilities Opower Additional Marketing Module Cloud Service

Part # B91163, B91164 – per Module

Users of the Oracle Utilities Opower Additional Marketing Module Cloud Service can add one (1) standard promotional module or (1) non-standard promotion module. A single standard promotional module is one module selected from the Oracle Utilities Opower standard module library targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel. A non-standard promotional module is one module created to Your specifications and includes illustration design, layout design, copywriting, and publication targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- The standard or non-standard promotion marketing module must be used within the expiration of Your primary Oracle Utilities Opower Cloud Service. Any unused marketing modules from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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.

Obligations and Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following implementation assumptions:

Your Obligations

- Provide access to Your content and branding lead who will provide input to Oracle regarding the presentation, branding, and segmentation of the Oracle Utilities Opower Standard Promotional Module.

Assumptions

- Implementation phase is estimated at three (3) consecutive weeks.
- The Services shall be performed remotely unless noted otherwise. At Your request, Oracle may agree to conduct onsite visits at Your location.

- The Oracle Utilities Opower standard or non-standard promotional module may only be used in one (1) Oracle Utilities Opower product.
- Each instance of a promotional module design run on a communication channel is considered to be the use of one module. Using a module in multiple Oracle Utilities Opower products requires the purchase of multiple modules.
- You will finalize the marketing module within two rounds of review/feedback.

- You acknowledge that Your timely provision of and access to assistance, cooperation, complete and accurate information and data from Your officers, agents, and employees are essential to the timely performance of these Services. Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Your failure to provide cooperation in accordance with the aforementioned requirements in the previous sentence.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Utilities Opower Advanced Metering Infrastructure Customer Education Reports Cloud Service

Part # B89963 – per 100 in Customer Count

Users of the Oracle Utilities Opower Advanced Metering Infrastructure Customer Education Reports Cloud Service are authorized access to the following modules and the products therein:

- Email Advanced Metering Infrastructure Introduction Report
- Print Advanced Metering Infrastructure Introduction Report (channel fee applies)
- Email Advanced Metering Infrastructure Engagement Report
- Print Advanced Metering Infrastructure Engagement Report (channel fee applies)
- Report generation for print communications
- Inside Opower (Analytics Visualization sold separately)
- Customer Service Interface - Program Management

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of **blocks of** 100 in Customer Count as specified in Your order.
- The Services Period of this Oracle Cloud Service must be a multiple of 12 months.
- Each Customer receives no more than one each of the following reports within a 12-month term:
  - Email Advanced Metering Infrastructure Introduction Report
  - Print Advanced Metering Infrastructure Introduction Report
  - Email Advanced Metering Infrastructure Engagement Report
  - Print Advanced Metering Infrastructure Engagement Report
- Oracle provisioning two environments for this Oracle Cloud Service: one Production Environment and one Non-Production Environment. Note: Inside Opower only includes one Production Environment.
- These environments being used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Outbound communication being accessible in the Customer Service Interface for no more than three years from the date the outbound communication is published to the Interface.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.

Third Party Content

Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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.

Implementation Support Services

Implementation Support Services are services that relate to the initial set up of Your Oracle Cloud Service. The scope of the Implementation Support Services provided by Oracle is limited and currently includes the following:

Oracle will:

- Define the content and approach for each channel, such as the frequency of communications, content of communications and customer groups to be targeted with such communications.
- Allow for the branding of the Advanced Metering Infrastructure Customer Education Report and/ or the Email Advanced Metering Infrastructure Customer Education product.
- Provide the Advanced Metering Infrastructure Customer Education Reports and/or Email Advanced Metering Infrastructure Customer Education Reports product to match the mutually-agreed inputs in the Product Configuration Guides.
- Perform final quality assurance checks for content and collateral designed, created, and configured in this section after deploying these elements to a testing environment.

Implementation Launch Services

Oracle will:

- Provide up to one (1) demonstration of the Oracle Utilities Opower products to Your project team prior to launch.
- Provide up to one (1) training session for customer service representatives.

Live Operate Services

Live Operate Services are services that Oracle provides to assist You with the ongoing operation of supported Oracle Utilities Cloud Services, once live and in production. The scope of the Live Operate Services provided by Oracle is limited and currently includes the following:

Oracle will:

- Assign a Client Success Manager to manage the delivery of the Oracle Cloud Service.
- Once per each consecutive six (6) month period of service and upon Your request, deliver an update presentation with information on subscription metrics and email metrics.
- Provide one (1) of the following two (2) promotional module options to You per 12-month period of service:
    1. Provide up to one (1) standard promotional module during each consecutive two (2) month period of service. A single standard promotional module is one module selected from the Oracle Utilities Opower standard module library targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel.
    2. Provide up to one (1) standard promotional module during each consecutive four (4) month period of service and provide one (1) non-standard promotional module during each consecutive twelve (12) month period of service. A single standard promotional module is one module selected from the Oracle Utilities Opower standard module library targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel. A non-standard promotional module is

one module created to Your promotional requirements and includes illustration design, layout design, copywriting, and publication targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel.

- Upon Your request, provide one (1) standard report each consecutive three (3) month period of service and as defined in the applicable Oracle Utilities data extracts documentation.
- Upon Your request, provide up to one (1) custom report during each consecutive three (3) month period of service.
- Provide incident management and problem management services for events related to the application.

Obligations and Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following implementation assumptions:

Your Obligations

- Provide access to Your content and branding lead who will work with Oracle on providing inputs for configuration.
- Provide final inputs on product configurations within the timeline as mutually agreed upon between You and the Oracle project manager.
- Define targeted customer segments for the project.
- Maintain recurring iterative billing and interval data feeds for all customers.
- Participate in product demonstrations and provide Your agreement for production launch of Your product.
- Participate in customer service representatives training.

Assumptions

- Implementation phase is estimated at twelve (12) consecutive weeks. To the extent that You select not to utilize the Implementation Support Services provided by Oracle, these Services will not be applicable to Your order.
- "Product Configuration Guides" are defined as the documents that Oracle will share with You during the project initiation phase to describe the configuration options for the product and document Your input on the configuration options You select to implement
- The Services shall be performed remotely unless noted otherwise. At Your request, Oracle may agree to conduct onsite visits at Your location.
- You will finalize the marketing module within two rounds of review/feedback.
- You acknowledge that Your timely provision of and access to assistance, cooperation, complete and accurate information and data from Your officers, agents, and employees are essential to the timely performance of these Services. Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Your failure to provide cooperation in accordance with the aforementioned requirements in the previous sentence.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Utilities Opower Advanced Rates Engagement Service

Part #: B108032 – Per 100 Billable Service Customers

Users of the Oracle Utilities Opower Advanced Rates Engagement Cloud Service are authorized access to the following modules and the products therein:

- Oracle Utilities Rate Cloud Service rate engine
- Rates engagement web features
- Rate calculations for email rate education reports
- Rate calculations for print rate education reports (channel fees apply for printer reports and are not included in this Cloud Service)
- Report generation for print communications

Users of this Cloud Service may leverage implementation support and Live Operate Services as defined in the Program Documentation.

Usage Limits

The Oracle Utilities Opower Advanced Rates Engagement Cloud Service is subject to usage limits based on the following:

- A maximum number of blocks of 100 Billable Service Customers, as specified in Your order.

Service Availability

As described in the Oracle Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts , this Oracle Cloud Service has the following Target Service Availability Level for the Production Environment after implementation and launch:

Cloud Service	Target Service Availability Level
Oracle Utilities Opower Advanced Rates Engagement Cloud Service	99.7%

The Target Service Availability Level does not apply to the Non-Production Environment(s), or to administration or reporting tools or in the event of a declared disaster.
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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts.

Notwithstanding any statements in the Pillar Document referenced above, 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 Opower Affordability Identification and Analytics Cloud Service

Part # B94605 – per 100 in Customer Count

Users of the Oracle Utilities Opower Affordability Identification and Analytics Cloud Service are authorized to access the following modules and the products therein:
- With AMI Platform (sold separately)
    - Program eligibility prediction
- Without AMI Platform
    - Predict and prioritize customers most in need of assistance
- Inside Opower
- Opower Analytics Visualization

Assumptions

- Program eligibility prediction requires that You have already purchased or are purchasing separately AMI Platform to access Identification & Analytics AMI features.

Usage Limits

- A maximum quantity of blocks of 100 in Customer Count as specified in Your order.
- Oracle will provision one Production Environment for this Oracle Cloud Service.
- These environments will also be used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.
- Any unused Services from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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.

Implementation Support Services

Implementation Support Services are services that relate to the initial set up of Your Oracle Cloud Service. The scope of the Implementation Services provided by Oracle is limited and currently includes the following:
Oracle will:

- If AMI Platform (sold separately) is purchased, configure the program eligibility prediction models (if not already configured) to generate the applicable data elements and Insights and make them available in the Opower Analytics Visualization tool

- Configure the Opower Analytics Visualization tool to display reports related to these data elements and Insights
- Perform final quality assurance checks over content and collateral designed, created, and configured in this section after deploying these elements to one (1) test environment.
- Refresh customer demographic and parcel data

Implementation Launch Services

Oracle will:

- Provide up to one (1) demonstration of the Oracle Utilities Opower Affordability, Identification and Analytics products to Your project team prior to launch.
- Provide up to one (1) training session for internal users.

Obligations and Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following implementation assumptions:

Your Obligations

- Participate in program demonstrations, communicate feedback during configuration and testing, and provide Your agreement for production launch.

Assumptions

- Implementation phase is estimated at eight (8) consecutive weeks.
- The Services shall be performed remotely unless noted otherwise. At Your request, Oracle may agree to conduct onsite visits at Your location.
- You acknowledge that Your timely provision of and access to assistance, cooperation, complete and accurate information and data from Your officers, agents, and employees are essential to the timely performance of these Services. Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Your failure to provide cooperation in accordance with the aforementioned requirements in the previous sentence.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Utilities Opower Affordability Proactive Alerts Cloud Service

Part # B94606 – per 100 in Customer Count

Users of the Oracle Utilities Opower Affordability Proactive Alerts Cloud Service are authorized access to the following modules and the products therein:

- Affordability Proactive Alerts
- Inside Opower (Analytics Visualization sold separately)
- Customer Service Interface - Program Management

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of blocks of 100 in Customer Count as specified in Your order.
- Oracle provisioning two environments for this Oracle Cloud Service: one Production Environment and one Non-Production Environment. Note: Inside Opower only includes one Production Environment.
- These environments will also be used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Outbound communication being accessible in the Customer Service Interface for no more than three years from the date the outbound communication is published to the Interface.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.
- Any unused Services from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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.

Implementation Support Services

Implementation Support Services are services that relate to the initial set up of Your Oracle Cloud Service. The scope of the Implementation Support Services provided by Oracle is limited and currently includes the following:
Oracle will:

- Configure Oracle Utilities Opower Affordability Proactive Alerts Cloud Service to match the inputs mutually agreed by the parties.
- Configure delivery channels for Affordability Proactive Alerts
- Perform final quality assurance checks over content and collateral designed, created, and configured in this section after deploying these elements to one (1) test environment.

Implementation Launch Services

Oracle will:

- Provide up to 40 hours of assistance during the implementation phase (typically provided in the form of Oracle-hosted assistance meetings with Your technical team so that Oracle can answer questions and assist with testing).
- Provide up to one (1) demonstration of the Oracle Utilities Opower products to Your project team prior to launch.
- Provide up to one (1) training session for customer service representatives.

Live Operate Services

Live Operate Services are services that Oracle provides to assist You with the ongoing operation of supported Oracle Utilities Cloud Services, once live and in production. The scope of the Live Operate Services provided by Oracle is limited and currently includes the following:

Oracle will:
- Assign a Client Success Manager to manage the delivery of the Oracle Cloud Service.
- Once per each consecutive six (6) month period of service and upon Your request, deliver an update presentation with information on subscription metrics and email metrics.
- Provide up to one (1) of the following two (2) promotional module options to You per 12-month period of service:
    - Provide up to one (1) standard promotional module during each consecutive two (2) month period of service. A single standard promotional module is one module selected from the Oracle Utilities Opower standard module library targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel.
    - Provide up to one (1) standard promotional module during each consecutive four (4) month period of service and provide one (1) non-standard promotional module during each consecutive twelve (12) month period of service. A single standard promotional module is one module selected from the Oracle Utilities Opower standard module library targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel. A non-standard promotional module is one module created to Your promotional requirements and includes illustration design, layout design, copywriting, and publication targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel.
- Upon Your request, provide up to one (1) standard report each consecutive three (3) month period of service and as defined in the applicable Oracle Utilities data extracts documentation.
- Upon Your request, provide up to one (1) custom report during each consecutive three (3) month period of service.
- Provide incident management and problem management services for events related to the application.

Obligations and Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following implementation assumptions:

Your Obligations

- Provide access to Your content and branding lead who will work with Oracle on consumer content, presentation, branding, segmentation, and collateral approvals.
- Review the Product Configuration Guides as applicable and provide final inputs within the timeline as mutually agreed upon between You and the Oracle project manager.
- Review and finalize the Proactive Alerts template, including tips and the marketing materials created within the timeline as mutually agreed upon between You and the Oracle project manager.
- Where applicable, ensure that tip and savings estimates comply with applicable consumer protection laws, including the inclusion of any information that may be required to comply with such laws.
- Maintain recurring iterative billing and interval data feeds for all customers.
- Define targeted customer segments for the project.
- Participate in Oracle Utilities Opower product demonstrations and customer service representative training session.

Assumptions

- Implementation phase is estimated at nineteen (19) consecutive weeks.
- "Product Configuration Guides" are defined as the documents that Oracle will share with You during the project initiation phase to describe the configuration options for the product and document Your input on the configuration options You select to implement.
- The Services shall be performed remotely unless noted otherwise. At Your request, Oracle may agree to conduct onsite visits at Your location.
- You will finalize the marketing module within two rounds of review/feedback.
- You acknowledge that Your timely provision of and access to assistance, cooperation, complete and accurate information and data from Your officers, agents, and employees are essential to the timely performance of these Services. Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Your failure to provide cooperation in accordance with the aforementioned requirements in the previous sentence.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Utilities Opower Affordability Savings Hub Cloud Service

Part # B94607 – per 100 in Customer Count

Users of the Oracle Utilities Opower Affordability Savings Hub Cloud Service are authorized access to the following features and the products therein:

- Savings Hub web features
- Standalone microsite with optional Single Sign On (SSO) (Oracle Utilities Opower SSO Setup Fee sold separately[6]).
- Embeddable widget integration if Oracle Utilities Digital Self Service – Energy Management SKU (sold separately) is purchased.
- Inside Opower (Opower Analytics Visualization sold separately)
- Customer Service Interface - Program Management

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of blocks of 100 in Customer Count as specified in Your order.
- Oracle provisioning two environments for this Oracle Cloud Service: one Production Environment and one Non-Production Environment. Note: Inside Opower only includes one Production Environment.
- These environments will also be used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.
- Any unused Services from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.

Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Target Service Availability Level for the Production Environment after implementation and launch.

CLOUD SERVICE	TARGET SERVICE AVAILABILITY LEVEL
Oracle Utilities Opower Affordability Savings Hub Cloud Service	99.7%

The Target Service Availability Level does not apply to the Non-Production Environment(s), or to administration or reporting tools or in the event of a declared disaster.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle nor its

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[6] Please refer to the Oracle Utilities Opower Professional Services Descriptions which may be viewed at www.oracle.com/contracts/cloud-services.

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 this Oracle Cloud Service ("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.

Implementation Support Services

Implementation Support Services are services that relate to the initial set up of Your Oracle Cloud Service. The scope of the Implementation Support Services provided by Oracle is limited and currently includes the following:

Implementation Support Services for Web Features

Oracle will:

- Configure the Web Features based on the inputs provided in the Product Configuration Guide.
- Review and finalize the Web Features configuration with You.
- Perform final quality assurance checks over content and collateral designed, created, and configured in this section after deploying these elements to a single test environment.

Implementation Launch Services

Oracle will:

- Provide up to 50 hours of assistance during the implementation phase (typically provided in the form of Oracle-hosted assistance meetings with Your technical team so that Oracle can answer questions and assist with testing).
- Provide up to one (1) demonstration of the Oracle Utilities Opower products to Your project team prior to launch.
- Provide up to one (1) training session for customer service representatives.

Live Operate Services

Live Operate Services are services that Oracle provides to assist You with the ongoing operation of supported Oracle Utilities Cloud Services, once live and in production. The scope of the Live Operate Services provided by Oracle is limited and currently includes the following:
Oracle will:

- Assign a Client Success Manager to manage the delivery of the Oracle Cloud Service.
- Once per each consecutive six (6) month period of service and upon Your request, deliver an update presentation with information on website usage statistics, and subscription metrics.
- Upon Your request, provide one (1) standard report each consecutive three (3) month period of service and as defined in the applicable Oracle Utilities data extracts documentation.
- Upon Your request, provide up to one (1) custom report during each consecutive three (3) month period of service.
- Provide incident management and problem management services for events related to the application.

Obligations and Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following implementation assumptions:

Your Obligations

- Review the Product Configuration Guides as applicable and provide final inputs within the timeline as mutually agreed upon between You and the Oracle project manager.
- Participate in program demonstrations, communicate feedback during testing, and provide Your agreement for production launch of Your Web Features.
- Participate in customer service representative training.

Assumptions

- Implementation phase is estimated at sixteen (16) consecutive weeks.
- "Product Configuration Guides" are defined as the documents that Oracle will share with You during the project initiation phase to describe the configuration options for the product and document Your input on the configuration options You select to implement. The Services shall be performed remotely unless noted otherwise. At Your request, Oracle may agree to conduct onsite visits at Your location.
- You acknowledge that Your timely provision of and access to assistance, cooperation, complete and accurate information and data from Your officers, agents, and employees are essential to the timely performance of these Services. Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Your failure to provide cooperation in accordance with the aforementioned requirements in the previous sentence.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Utilities Opower Analytics Visualization Cloud Service

Part # B87485 – per 100 in Customer Count

Users of the Oracle Utilities Opower Analytics Visualization Cloud Service are authorized access to the following modules and the products therein:

- Analytics Visualization module

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of **blocks of** 100 in Customer Count as specified in Your order.
- Oracle provisioning one Production Environment for this Oracle Cloud Service.
- This environment will also be used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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 Industries Cloud Services Pillar Document*, which may be viewed at
www.oracle.com/contracts/cloud-services.

Oracle Utilities Opower Analytics Visualization Cloud Service, Disaggregation Insights

Part # B92485 – per 100 in Customer Count

Users of the Oracle Utilities Opower Analytics Visualization Cloud Service, Disaggregation Insights are authorized to access the following modules and the products therein:

- Discovery, detection and disaggregation data elements and Insights set forth in the applicable Oracle Utilities Disaggregation Insights Program Documentation

Assumptions

- Customer already has purchased or is purchasing separately
    - Inside Opower (Oracle Utilities Opower Analytics Visualization Cloud Service sold separately)
    - AMI Platform (sold separately)
- No new data acquisition is included in the project scope beyond what is already included in the Oracle Utilities Opower Customer/Billing Integration and Platform Cloud Service Setup and Oracle Utilities Opower AMI Integration and Platform Cloud Service Setup
- No additional environments are required beyond those set up for the prerequisite Services.
- Your usage is limited to a maximum quantity of **blocks of 100** in Customer Count as specified in Your order.
- Oracle will provision one Production Environment for this Oracle Cloud Service.
- These environments will also be used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Outbound communication being accessible in the Customer Service Interface for no more than three years from the date the outbound communication is published to the Interface.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.
- Any unused Services from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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.

Implementation Support Services

Implementation Support Services are services that relate to the initial set up of Your Oracle Cloud Service. The scope of the Implementation Services provided by Oracle is limited and currently includes the following:

Oracle will:

- Configure the disaggregation data science models to generate the applicable data elements and insights and transfer to the Opower Analytics Visualization tool (if not already configured)
- Configure the Opower Analytics Visualization tool to display reports related to these data elements and insights
- Perform final quality assurance checks over content and collateral designed, created, and configured in this section after deploying these elements to one (1) test environment.

Implementation Launch Services

Oracle will:

- Provide up to one (1) demonstration of the Oracle Utilities Opower Analytics Visualization Disaggregation Insights products to Your project team prior to launch.
- Provide up to one (1) training session for internal users.

Oracle Utilities Opower Bill Ready Notification Cloud Service

Part # B87455, B87232 – per 100 in Customer Count

Users of the Oracle Utilities Opower Bill Ready Notification Cloud Service are authorized access to the following modules and the products therein:

- Bill Ready Notifications
- Inside Opower (Analytics Visualization sold separately)
- Customer Service Interface - Program Management

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of **blocks of** 100 in Customer Count as specified in Your order.
- Oracle provisioning two environments for this Oracle Cloud Service: one Production Environment and one Non-Production Environment. Note: Inside Opower only includes one Production Environment.
- These environments will also be used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Outbound communication being accessible in the Customer Service Interface for no more than three years from the date the outbound communication is published to the Interface.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the Service environment.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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 Industries Cloud Services Pillar Document*, which may be viewed at
www.oracle.com/contracts/cloud-services.

Oracle Utilities Opower Business Customer Engagement Cloud Service - Digital Self Service, Energy Management

Part #B96322 – per 100 Billable Service Customers

Users of the Oracle Utilities Opower Business Customer Engagement Cloud Service - Digital Self Service, Energy Management are authorized access to the following modules and the products therein:

- Energy Management web features for business customers
- Single Sign On (SSO), Standalone, and Embeddable widget integration
- Customer Service Interface - Program Management

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of **blocks of** 100 Billable Service Customers as specified in Your order.
- Oracle provisioning two environments for this Oracle Cloud Service: one Production Environment and one Non-Production Environment. These environments will also be used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.
- Any unused Services from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.

Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Target Service Availability Level for the Production Environment after implementation and launch:

CLOUD SERVICE	TARGET SERVICE AVAILABILITY LEVEL
Oracle Utilities Opower Business Customer Engagement Cloud Service, Digital Self Service - Energy Management	99.7%

The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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.

Implementation Support Services

Implementation Support Services are services that relate to the initial set up of Your Oracle Cloud Service. The scope of the Implementation Support Services provided by Oracle is limited and currently includes the following:

Implementation Support Services for Web Portal

Oracle will:

- Configure the Web Portal based on the inputs provided by You.
- Review and finalize the Web Portal configurations with You.
- Perform final quality assurance checks over content and collateral designed, created, and configured in this section after deploying these elements to a single test environment.

Implementation Support Services for Single Sign-On (SSO)

Oracle will:

- Implement the SSO feature of the Oracle Utilities Opower Business Customer Engagement Cloud Service, Digital Self-Service - Energy Management as per the Product Configuration Guide; and
- Provide up to twenty (20) hours of assistance during the implementation phase (typically provided in the form of Oracle-hosted assistance meetings with Your technical team so that Oracle can answer questions and assist with testing API integration).

Implementation Support Services for Next Best Action

Oracle will:

- Configure up to six (6) dynamic web banners that include short marketing messages appearing on one or multiple Web Portal pages.

Implementation Launch Services

Oracle will:

- Provide up to one (1) demonstration of the Oracle Utilities Opower products to Your project team prior to launch.
- Provide up to one (1) training session for customer service representatives.

Live Operate Services

Live Operate Services are services that Oracle provides to assist You with the ongoing operation of supported Oracle Utilities Cloud Services, once live and in production. The scope of the Live Operate Services provided by Oracle is limited and currently includes the following:

Oracle will:

- Assign a Client Success Manager to manage the delivery of the Oracle Cloud Service.
- Upon Your request, deliver an update presentation with information on website usage

statistics and subscription metrics once per each consecutive six (6) month period of service.

- Upon Your request, provide one (1) standard report each consecutive three (3) month period of service.
- Upon Your request, provide up to one (1) custom report during each consecutive three (3) month period of service.
- Provide incident management and problem management services for events related to the application.

Obligations and Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following implementation assumptions:

Your Obligations

- Review, provide final inputs, and finalize items such as product configurations, branding, placement of embedded widgets within Your Web Portal, and marketing materials within the timeline as mutually agreed upon between You and the Oracle project manager.
- Participate in program demonstrations, communicate feedback during testing, and provide Your agreement for production launch of Your Web Portal.
- Participate in customer service representative training.
- For embeddable Web Portal, implement requirements for Single Sign-On ("SSO") implementation and complete the SSO integration with Oracle within the timeline as mutually agreed upon between You and the Oracle project manager.

Assumptions

- To the extent that You select not to utilize the Implementation Support Services provided by Oracle, these Services will not be applicable to Your order.
- "Product Configuration Guides" are defined as the documents that Oracle will share with You during the project initiation phase to describe the configuration options for the product and document Your input on the configuration options You select to implement.
- The Services shall be performed remotely unless noted otherwise. At Your request, Oracle may agree to conduct onsite visits at Your location.
- Embeddable SSO integration of the Web Portal is required.
- You acknowledge that Your timely provision of and access to assistance, cooperation, complete and accurate information and data from Your officers, agents, and employees are essential to the timely performance of these Services. Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Your failure to provide cooperation in accordance with the aforementioned requirements in the previous sentence.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Utilities Opower Business Customer Engagement Cloud Service, Proactive Alerts

Part # B96321 – per 100 Billable Service Customers

Users of the Oracle Utilities Opower Business Customer Engagement Cloud Service, Proactive Alerts are authorized access to the following modules and the products therein:

- Business Proactive Alerts
- Customer Service Interface - Program Management

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of **blocks of** 100 Billable Service Customers as specified in Your order.
- Oracle provisioning two environments for this Oracle Cloud Service: one Production Environment and one Non-Production Environment.
- These environments will also be used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.
- Any unused Services from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.

Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Target Service Availability Level for the Production Environment after implementation and launch:

CLOUD SERVICE	TARGET SERVICE AVAILABILITY LEVEL
Oracle Utilities Opower Business Customer Engagement Cloud Service, Proactive Alerts	99.7%

The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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.

Implementation Support Services

Implementation Support Services are services that relate to the initial set up of Your Oracle Cloud Service. The scope of the Implementation Support Services provided by Oracle is limited and currently includes the following:

Oracle will:

- Configure Oracle Utilities Opower Business Customer Engagement Cloud Service, Proactive Alerts to match the inputs mutually agreed by the parties.
- Configure delivery channels for Oracle Utilities Opower Business Customer Engagement Cloud Service, Proactive Alerts
- Perform final quality assurance checks over content and collateral designed, created and configured in this section after deploying these elements to one (1) test environment.

Implementation Launch Services

Oracle will:

- Provide up to one (1) demonstration of the Oracle Utilities Opower products to Your project team prior to launch.
- Provide up to one (1) training session for customer service representatives.

Live Operate Services

Live Operate Services are services that Oracle provides to assist You with the ongoing operation of supported Oracle Utilities Cloud Services, once live and in production. The scope of the Live Operate Services provided by Oracle is limited and currently includes the following:

Oracle will:

- Assign a Client Success Manager to manage the delivery of the Oracle Cloud Service.
- Once per each consecutive six (6) month period of service and upon Your request, deliver an update presentation with information on subscription metrics and email metrics.
- Upon Your request, provide one (1) standard report each consecutive three (3) month period of service.
- Upon Your request, provide up to one (1) custom report during each consecutive three (3) month period of service.
- Provide incident management and problem management services for events related to the application.

Obligations and Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following implementation assumptions:

Your Obligations

- Provide access to Your content and branding lead who will work with Oracle on consumer content, presentation, branding, segmentation, and collateral approvals.
- Provide final inputs on product configurations and finalize any materials within the timeline as mutually agreed upon between You and the Oracle project manager.
- Verify compliance with applicable consumer protection laws, including the inclusion of any information that may be required to comply with such laws.
- Maintain recurring iterative data feeds for all customers.
- Define customer segments for the project.
- Participate in Oracle Utilities Opower product demonstrations and customer service representative training session.

Assumptions

- An estimated implementation phase will be provided at the beginning of the implementation process. To the extent that You select not to utilize the Implementation Support Services provided by Oracle, these Services will not be applicable to Your order.
- "Product Configuration Guides" are defined as the documents that Oracle will share with You during the project initiation phase to describe the configuration options for the product and document Your input on the configuration options You select to implement.
- The Services shall be performed remotely unless noted otherwise. At Your request, Oracle may agree to conduct onsite visits at Your location.
- Configuration of rates is limited to the total number of eligible rates modeled in Your environment. Rates modeling requires the purchase of separate Services.
- You acknowledge that Your timely provision of and access to assistance, cooperation, complete and accurate information and data from Your officers, agents, and employees are essential to the timely performance of these Services. Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Your failure to provide cooperation in accordance with the aforementioned requirements in the previous sentence.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Utilities Opower Customer Engagement Platform Cloud Service, Enterprise Edition

Part # B92760 – per 100 in Customer Count

Users of the Oracle Utilities Opower Customer Engagement Platform Cloud Service, Enterprise Edition are authorized to access the following Oracle Cloud Services and the products therein:

OPOWER CLOUD SERVICE	PART #	METRIC
Oracle Utilities Opower Advanced Metering Infrastructure Customer Education Reports	B89963	100 in Customer Count
Oracle Utilities Opower Peak Management: Behavioral Demand Response	B87442	100 in Customer Count
Oracle Utilities Opower Peak Management: Peak Time Rebates	B87443	100 in Customer Count
Oracle Utilities Opower Load Shifting , Rate Coach	B90496	100 in Customer Count
Oracle Utilities Opower Customer Service Interface	B87448	Hosted Named User
Oracle Utilities Opower Proactive Alerts	B87449	100 in Customer Count
Oracle Utilities Opower Non-Advanced Metering Infrastructure High Bill Alerts	B87454	100 in Customer Count
Oracle Utilities Opower Digital Self Service - Energy Management	B87445	100 in Customer Count

Oracle Utilities Opower Digital Self Service - Energy Management Residential	B96585	100 in Customer Count
Oracle Utilities Opower Digital Self Service - Energy Management Advanced Metering Infrastructure	B87453	100 in Customer Count
Oracle Utilities Opower Distributed Energy Resources Customer Engagement	B90497	100 in Distributed Energy Resources Customer Count
Oracle Utilities Opower Analytics Visualization	B87485	100 in Customer Count
Oracle Utilities Opower Analytics Visualization Cloud Service, Disaggregation Insights	B92485	100 in Customer Count
Oracle Utilities Opower Rates Engagement	B87451	100 in Customer Count
Oracle Utilities Opower Integration Hub Cloud Service	B94849	100 in Customer Count
Oracle Utilities Opower Affordability Identification and Analytics Cloud Service	B94605	100 in Customer Count
Oracle Utilities Opower Affordability Savings Hub Cloud Service	B94607	100 in Customer Count
Oracle Utilities Opower Affordability Proactive Alerts Cloud Service	B94606	100 in Customer Count

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- For all Part #s other than B90497: A maximum quantity of **blocks of** 100 in Customer Count as specified in Your order.
- For Part #B89963: 25 in Customer Count for each 100 in Customer Count as specified in Your order.
- For Part #B90497: 25 in Distributed Energy Resources Customer Count for each 100 in Customer Count as specified in Your order.
- For Part #B87442 and #B87443: the combined 100 in Customer Count of these two (2) part numbers will be provided as specified in Your order
- All applicable usage limits, as defined in the Service Descriptions for the relevant Part #s listed above, continue to apply.

Applicable Policies

All rights, obligations, and assumptions defined in the Service Descriptions for the Part #s defined will be applicable to 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 Industries Cloud Services Pillar Document*, which may be viewed at
www.oracle.com/contracts/cloud-services.

Oracle Utilities Opower Channel Fee – Printing and Mailing Services (USA)

Part # B89131 – per Report

Users of the Oracle Utilities Opower Channel Fee – Printing and Mailing Services (USA) Cloud Service are authorized to access the following modules:

- Printing and services to ensure proper mailing of print communications
- Excludes postage

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum number of Reports as specified in Your order. Unused reports from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.
- Additional Reports provided at Oracle's discretion, if any, will not exceed 10% of the number of Reports defined in Your order.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Opower Channel Fee – Printing and Mailing Services Placed in U.S. Mail - F.O.B. Place of Shipment- Outside of Destination State (California, USA)

Part # B89347 – per Report

Users of the Oracle Utilities Opower Channel Fee –Printing and Mailing Services Placed in U.S. Mail - F.O.B. Place of Shipment- Outside of Destination State (California, USA) Cloud Service are authorized to access the following modules:

- Printing and services to ensure proper mailing of print communications
- Excludes postage

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum number of Reports as specified in Your order. Unused reports from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.
- Additional Reports provided at Oracle's discretion, if any, will not exceed 10% of the number of Reports defined in Your order.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Opower Channel Fee – Printing and Mailing Services (Canada)

Part # B89133 – per Report

Users of the Oracle Utilities Opower Channel Fee – Printing and Mailing Services (Canada) Cloud Service are authorized to access the following modules:

- Printing and services to ensure proper mailing of print communications
- Excludes postage

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum number of Reports as specified in Your order. Unused reports from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.
- Additional Reports provided at Oracle's discretion, if any, will not exceed 10% of the number of Reports defined in Your order.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Opower Channel Fee – Printing and Mailing Services (International)

Part # B89135 – per Report

Users of the Oracle Utilities Opower Channel Fee – Printing and Mailing Services (International) are authorized to access the following modules:

- Printing and services to ensure proper mailing of print communications
- Excludes postage

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum number of Reports as specified in Your order. Unused reports from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.
- Additional Reports provided at Oracle's discretion, if any, will not exceed 10% of the number of Reports defined in Your order.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Opower Channel Fee – Postage for Print and Mail - No Mark Up (USA)

Part # B89132 – per Report

Users of the Oracle Utilities Opower Channel Fee – Postage for Print and Mail - No Mark Up (USA) Cloud Service are authorized access to the following modules and the products therein:

- Postage for delivery of print communications

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum number of Reports as specified in Your order. Unused reports from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.
- Additional Reports provided at Oracle's discretion, if any, will not exceed 10% of the number of Reports defined in Your order.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Opower Channel Fee – First Class Postage Add-on for Print and Mail - No Mark Up (USA)

Part # B90997 – per Report

Users of the Oracle Utilities Opower Channel Fee – Postage for Print and Mail - No Mark Up (USA) Cloud Service are authorized access to the following modules and the products therein:

- Upgraded Postage from Marketing Mail to First Class for delivery of print communications

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum number of Reports as specified in Your order. Unused reports from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.
- Additional Reports provided at Oracle's discretion, if any, will not exceed 10% of the number of Reports defined in Your order.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Opower Channel Fee – Postage for Print and Mail - No Mark Up (Canada)

Part # B89134 – per Report

Users of the Oracle Utilities Opower Channel Fee – Postage for Print and Mail - No Mark Up (Canada) Cloud Service are authorized access to the following modules and the products therein:

- Postage for delivery of print communications

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum number of Reports as specified in Your order. Unused reports from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.
- Additional Reports provided at Oracle's discretion, if any, will not exceed 10% of the number of Reports defined in Your order.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Opower Channel Fee – First Class Postage Add-on for Print and Mail - No Mark Up (Canada)

Part # B90998 – per Report

Users of the Oracle Utilities Opower Channel Fee – Postage for Print and Mail - No Mark Up (Canada) Cloud Service are authorized access to the following modules and the products therein:

- Upgraded Postage from Marketing Mail to First Class for delivery of print communications

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum number of Reports as specified in Your order. Unused reports from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.
- Additional Reports provided at Oracle's discretion, if any, will not exceed 10% of the number of Reports defined in Your order.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Opower Channel Fee – Postage for Print and Mail - No Mark Up (International)

Part # B89136 – per Report

Users of the Oracle Utilities Opower Channel Fee – Postage for Print and Mail - No Mark Up (International) Cloud Service are authorized access to the following modules and the products therein:

- Postage for print communications

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum number of Reports as specified in Your order. Unused reports from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.
- Additional Reports provided at Oracle's discretion, if any, will not exceed 10% of the number of Reports defined in Your order.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Opower Channel Fee - Video Generation

Part # B93617 – per Report

Users of the Oracle Utilities Opower Channel Fee – Video Generation Cloud Service are authorized to access the following modules:

- Video emails for Home Energy Reports (HER)

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum number of Reports as specified in Your order.
  - Unused reports from one Services Period cannot be carried over into another Services Period (i.e., upon renewal), shall be automatically forfeited by You at the end of the Services Period and You shall not be entitled to any refund, or any credit toward additional or other Services.
- Video Home Energy Reports will be available to Your individual customers for ninety (90) days after generation. You will not have access to the Video Home Energy Reports.
- Video Home Energy Reports will not be available in the Customer Service Interface tool, which is not included as part of this Cloud Service.
- Insights generated for the Video Home Energy Reports will only be available to Your individual customers for ninety (90) days after launch. You will not have access to this data.

Implementation Services Not Included

This Oracle Cloud Service requires set up and configuration by Oracle Professional Services. Implementation services are not included with this Cloud Service and must be purchased separately, subject to additional fees. This Cloud Service may not be purchased without corresponding implementation services.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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 Industries Cloud Services Pillar Document*, which may be viewed at
www.oracle.com/contracts/cloud-services

Oracle Utilities Opower Customer Service Interface Cloud Service

Part # B87447 & B87448, or B87665 & B87666 – per 100 in Customer Count

Users of the Oracle Utilities Opower Customer Service Interface Cloud Service are authorized access to the following modules and the products therein:

- Customer Service Interface - Bill Advisor
- Inside Opower (Analytics Visualization sold separately)

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of Hosted Named Users or block of 100 in Customer Count as specified in Your order.
- Oracle provisioning two environments for this Oracle Cloud Service: one Production Environment and one Non-Production Environment. Note: Inside Opower only includes one Production Environment.
- These environments will also be used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Outbound communication being accessible in the Customer Service Interface for no more than three years from the date the outbound communication is published to the Interface.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.
- Any unused Services from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.

Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Target Service Availability Level for the Production Environment after implementation and launch:

Cloud Service	Target Service Availability Level
Oracle Utilities Opower Customer Service Interface Cloud Service	99.7%

The Target Service Availability Level does not apply to the Non-Production Environment(s), or to administration or reporting tools or in the event of a declared disaster.

Third Party Content

Third Party Content made available by, through or as part of the Oracle Utilities Opower Energy Efficiency Cloud Service 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 this Oracle Cloud Service ("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.

Implementation Support Services

Implementation Support Services are services that relate to the initial set up of Your Oracle Cloud Service. The scope of the Implementation Support Services provided by Oracle is limited and currently includes the following:

Oracle will:

- Configure the CSI product to match the inputs mutually agreed by the parties.

Implementation Launch Services

Oracle will:

- Provide up to one (1) demonstration of the Oracle Utilities Opower products to Your project team prior to launch.
- Provide up to one (1) training session for customer service representatives.

Live Operate Services

Live Operate Services are services that Oracle provides to assist You with the ongoing operation of supported Oracle Utilities Cloud Services, once live and in production. The scope of the Live Operate Services provided by Oracle is limited and currently includes the following:

Oracle will:

- Assign a Client Success Manager to manage the delivery of the Oracle Cloud Service.
- Once per each consecutive six (6) month period of service and upon Your request, deliver an update presentation with information on subscription metrics and email metrics.
- Upon Your request, provide one (1) standard report each consecutive three (3) month period of service and as defined in the applicable Oracle Utilities data extracts documentation.
- Upon Your request, provide up to one (1) custom report during each consecutive three (3) month period of service.
- Provide incident management and problem management services for events related to the application.

Obligations and Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following implementation assumptions:

Your Obligations

- Provide access to Your content and branding lead who will work with Oracle on providing inputs for configuration.

- Provide final inputs on product configurations within the timeline as mutually agreed upon between You and the Oracle project manager.
- Define targeted customer segments for the project.
- Maintain recurring iterative billing and interval data feeds for all customers.
- Participate in product demonstrations and provide Your agreement for production launch of Your product.
- Participate in customer service representatives training.

Assumptions

- Implementation phase is estimated at fourteen (14) consecutive weeks. To the extent that You select not to utilize the Implementation Support Services provided by Oracle, these Services will not be applicable to Your order.
- The Services shall be performed remotely unless noted otherwise. At Your request, Oracle may agree to conduct onsite visits at Your location.
- You acknowledge that Your timely provision of and access to assistance, cooperation, complete and accurate information and data from Your officers, agents, and employees are essential to the timely performance of these Services. Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Your failure to provide cooperation in accordance with the aforementioned requirements in the previous sentence.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Utilities Opower Device Control Cloud Service – Control Thermostat

Part # B91442 & B110528 – per 100 Utilities Devices

Users of the Oracle Utilities Thermostat Control Cloud Service enables users of Oracle Utilities Opower Device Control Platform Cloud Service to add:

- Thermostat Control

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of **blocks of** 100 Utilities Devices or Utilities Devices (exact count) as specified in Your order.
- Provisioning one Production Environment from the environment provider (the "Environment Provider") for this Oracle Cloud Service.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.
- Orders must be committed to in increments of twelve (12) months. Orders for additional quantities of the SKU may only be placed annually on the anniversary of the initial order, with the 12-month increment applying.

Overage Billing (Part # B110528)

If use of the Oracle Cloud Service exceeds the annual commitment quantity in the Order, or if you have any increase to the ordered quantity under the order, You agree to pay, and Oracle will invoice You at least quarterly in arrears, additional fees which will be calculated based on the Unit Net Price listed in the Ordering Document.

Third Party Content

Neither Oracle nor the Environment Provider controls or is responsible for Third-Party Content or hardware supplied by a third party or Customer, and Customer bears all risks associated with access to and use of such content or hardware. Customer acknowledges that this Cloud Service involves access to Third Party Content in the form of data that is generated through use of this Cloud Service ("Platform Generated Data"), including, but not limited to, usage, savings, load and other data in connection with the Customer's use of this Cloud Service; information about Your customers' participation in program management services for Customer's energy efficiency and/or demand response programs (collectively, "Programs"); and other data generated by third party suppliers. Customer acknowledges that the use of Platform-Generated Data may be subject to terms imposed by the third party supplier in addition to the terms of Customer's agreement with Oracle.

As part of any order for this Cloud Service, Customer receives a non-sub licensable, non-transferable, non-exclusive, revocable license to access and use the Platform-Generated Data solely for activities related to the Customer's use of this Cloud Service during the Service Period. Customer shall not be permitted to use the Platform-Generated Data for any other purpose (including using the Platform-Generated Data for any internal analytics not directly related to this Cloud Service).

In particular (i) neither Oracle nor the Environment Provider are responsible for, nor are they under any obligation to control, monitor or correct, such Platform-Generated Data, (ii) any use of Platform-Generated Data is at the Customer's risk, and (iii) for the limited purpose of enforcing the license to the Platform-Generated Data, EnergyHub, Inc. is named as a third party beneficiary to Customer's agreement with Oracle, and (iv) Customer agrees to defend and indemnify Oracle and the Environment Provider against any claim arising out of Customer's use of such Platform-Generated Data.

You, Oracle, and the Environment Provider shall mutually agree on the form of Program enrollment agreement that Your customers will be required to accept in order to enroll in Customer's Program(s) that use this Cloud Service so that the Environment Provider: (i) is entitled to access, retrieve, store, copy, create derivative works of, and otherwise use Platform-Generated Data in connection with developing, analyzing, testing, maintaining, improving, modifying, distributing, providing, making available and/or otherwise commercializing products and services, provided that the Environment Provider shall remove or redact any personally identifiable information prior to any public distribution or display; and (ii) is entitled to take actions to adjust Your customers' devices in connection with a Program. Customer will not obtain any ownership or other intellectual property rights in the Platform-Generated Data. For as long as Your customer is enrolled in the Program, You will pay the incentives**,** if any**,** promised to Your customer directly to Your customer and will comply with any and all agreements between Your customer and You, including Program terms and conditions.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Utilities Opower Device Control Cloud Service – Control Other Devices

Part #: B91443 & B110529 – per 100 Utilities Devices

Users of the Oracle Utilities Other Device Control Cloud Service enables users of Oracle Utilities Opower Device Control Platform Cloud Service to add:

- Other Device Control
    - Grid interactive water heaters (GIWH)
    - Grid connected electric vehicle supply equipment (EVSE)

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of **blocks of** 100 Utilities Devices or Utilities Devices (exact count) as specified in Your order.
- Provisioning one Production Environment from the environment provider (the "Environment Provider") for this Oracle Cloud Service.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.
- Orders must be committed to in increments of twelve (12) months. Orders for additional quantities of the SKU may only be placed annually on the anniversary of the initial order, with the 12-month increment applying.

Overage Billing (Part # B110529)

If use of the Oracle Cloud Service exceeds the annual commitment quantity in the Order, or if you have any increase to the ordered quantity under the order, You agree to pay, and Oracle will invoice You at least quarterly in arrears, additional fees which will be calculated based on the Unit Net Price listed in the Ordering Document.

Third Party Content

Neither Oracle nor the Environment Provider controls or is responsible for Third-Party Content or hardware supplied by a third party or Customer, and Customer bears all risks associated with access to and use of such content or hardware. Customer acknowledges that this Cloud Service involves access to Third Party Content in the form of data that is generated through use of this Cloud Service ("Platform Generated Data"), including, but not limited to, usage, savings, load and other data in connection with the Customer's use of this Cloud Service; information about Your customers' participation in program management services for Customer's energy efficiency and/or demand response programs (collectively, "Programs"); and other data generated by third party suppliers. Customer acknowledges that the use of Platform-Generated Data may be subject to terms imposed by the third party supplier in addition to the terms of Customer's agreement with Oracle.

As part of any order for this Cloud Service, Customer receives a non-sub licensable, non-transferable, non-exclusive, revocable license to access and use the Platform-Generated Data solely for activities related to the Customer's use of this Cloud Service during the Service Period. Customer shall not be permitted to use the Platform-Generated Data for any other purpose (including using the Platform-Generated Data for any internal analytics not directly related to this Cloud Service).

In particular, (i) neither Oracle nor the Environment Provider are responsible for, nor are they under any obligation to control, monitor or correct, such Platform-Generated Data, (ii) any use of Platform-Generated Data is at the Customer's risk, and (iii) for the limited purpose of enforcing the license to the Platform-Generated Data, EnergyHub, Inc. is named as a third party beneficiary to Customer's agreement with Oracle, and (iv) Customer agrees to defend and indemnify Oracle and the Environment Provider against any claim arising out of Customer's use of such Platform-Generated Data.

You, Oracle, and the Environment Provider shall mutually agree on the form of Program enrollment agreement that Your customers will be required to accept in order to enroll in Customer's Program(s) that use this Cloud Service so that the Environment Provider: (i) is entitled to access, retrieve, store, copy, create derivative works of, and otherwise use Platform-Generated Data in connection with developing, analyzing, testing, maintaining, improving, modifying, distributing, providing, making available and/or otherwise commercializing products and services, provided that the Environment Provider shall remove or redact any personally identifiable information prior to any public distribution or display; and (ii) is entitled to take actions to adjust Your customers' devices in connection with a Program. Customer will not obtain any ownership or other intellectual property rights in the Platform-Generated Data. For as long as Your customer is enrolled in the Program, You will pay the incentives, if any, promised to Your customer directly to Your customer and will comply with any and all agreements between Your customer and You, including Program terms and conditions.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Utilities Opower Device Control Cloud Service - Platform

Part # B91441 & B110527 – per 100 in Customer Count

Users of the Oracle Utilities Device Control Cloud Service are authorized access to the following modules and the products therein:

- Customer enrollment portal
- Event configuration and scheduling
- Device dispatch and monitoring
- Post-event reporting

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of **blocks of** 100 in Customer Count or Utilities System as specified in Your order.
- Provisioning one Production Environment from the environment provider (the "Environment Provider") for this Oracle Cloud Service.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.

Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Target Service Availability Level for the Production Environment after implementation and launch:

CLOUD SERVICE	TARGET SERVICE AVAILABILITY LEVEL*
Oracle Utilities Opower Device Control Cloud Service - Platform	99.5%

*The Target Service Availability Level applies only to Customer's ability to access the Environment Provider's Production Environment.

Third Party Content

Neither Oracle nor the Environment Provider controls or is responsible for Third-Party Content or hardware supplied by a third party or Customer, and Customer bears all risks associated with access to and use of such content or hardware. Customer acknowledges that this Cloud Service involves access to Third Party Content in the form of data that is generated through use of this Cloud Service ("Platform Generated Data"), including, but not limited to, usage, savings, load and other data in connection with the Customer's use of this Cloud Service; information about Your customers' participation in program management services for Customer's energy efficiency and/or demand response programs (collectively, "Programs"); and other data generated by third party suppliers. Customer acknowledges that the use of Platform-Generated Data may be subject to terms imposed by the third party supplier in addition to the terms of Customer's agreement with Oracle.

As part of any order for this Cloud Service, Customer receives a non-sublicensable, non-transferable, non-exclusive, revocable license to access and use the Platform-Generated Data solely for activities

related to the Customer's use of this Cloud Service during the Service Period. Customer shall not be permitted to use the Platform-Generated Data for any other purpose (including using the Platform-Generated Data for any internal analytics not directly related to this Cloud Service).

In particular, (i) neither Oracle nor the Environment Provider are responsible for, nor are they under any obligation to control, monitor or correct, such Platform-Generated Data, (ii) any use of Platform-Generated Data is at the Customer's risk, (iii) for the limited purpose of enforcing the license to the Platform-Generated Data, EnergyHub, Inc. is named as a third party beneficiary to Customer's agreement with Oracle, and (iv) Customer agrees to defend and indemnify Oracle and the Environment Provider against any claim arising out of Customer's use of such Platform-Generated Data.

You, Oracle, and the Environment Provider shall mutually agree on the form of Program enrollment agreement that Your customers will be required to accept in order to enroll in Customer's Program(s) that use this Cloud Service so that the Environment Provider: (i) is entitled to access, retrieve, store, copy, create derivative works of, and otherwise use Platform-Generated Data in connection with developing, analyzing, testing, maintaining, improving, modifying, distributing, providing, making available and/or otherwise commercializing products and services, provided that the Environment Provider shall remove or redact any personally identifiable information prior to any public distribution or display; and (ii) is entitled to take actions to adjust Your customers' devices in connection with a Program. Customer will not obtain any ownership or other intellectual property rights in the Platform-Generated Data. For as long as Your customer is enrolled in the Program, You will pay the incentives, if any, promised to Your customer directly to Your customer and will comply with any and all agreements between Your customer and You, including Program terms and conditions.

Implementation Support Services

Implementation Support Services are services that relate to the initial set up of Your Oracle Cloud Service. The scope of the Implementation Services provided by Oracle is limited and currently includes the following:

Oracle will:

- Perform final quality assurance checks over content and collateral designed, created, and configured pursuant to this section.
- Provide partner management services
    - Oracle will work with the You to identify and qualify device manufacturers and service providers who are interested in becoming device partners in Your Program.
    - Oracle or the Environment Provider will provide a certification process, technical requirements, and economic incentives that will govern device partner participation in the Program.

Implementation Launch Services

Oracle will:

- Provide up to one (1) demonstration of the Oracle Utilities Opower Cloud Service to Your project team prior to launch.
- Provide up to one (1) training session for customer service representatives.

Live Operate Services

Live Operate services are services that Oracle provides to assist You with the ongoing operation of supported Oracle Utilities Cloud Services, once live and in production. The scope of the Live Operate Services provided by Oracle is limited and currently includes the following:

Oracle will:

- Assign a Client Success Manager to manage the delivery of the Oracle Cloud Service.
- Once per each consecutive six (6) month period of service and upon Your request, deliver an update presentation with information on enrollment and demand response performance metrics.
- Provide BYOD (Bring Your Own Device) program ("BYOD Program") Marketing Services. The BYOD DR (Demand Response) Service includes marketing conducted by device manufacturers on behalf of the Customer, who will:
  - Coordinate all BYOD marketing.
  - Provide BYOD marketing that:
    - includes emails and/or in-app marketing from the manufacturer to customers in the Customer's service territory;
    - includes information on the BYOD program and instructions on how to apply; and includes materials that are integrated with the Customer's brand where allowed by device partners.
  - Provide the Customer with a portfolio of marketing collateral templates and with core messaging.
- Provide an Oracle Client Success Manager to deliver Program results reports, drive ongoing optimization efforts, and monitor peak event performance.
- Provide incident management and problem management services for issues that arise related to the application.

Obligations and Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following implementation assumptions:

Your Obligations

- You will assign a project coordinator to lead program management and assist in coordination between Oracle Utilities and Customer.
- You will provide necessary Program design information (i.e., number and frequency of events, control strategy, size of customer rebate) and complete a configuration guide in a timely fashion following contract signature to facilitate BYOD marketing and enrollment.
- You will provide Your logo and usage guidelines for use in developing co-branded materials.
- You will provide timely feedback on any launch and/or marketing materials that require approval. Due to device partner limitations, not all materials will include Your branding or the

name of Your BYOD Program – as part of the BYOD Program launch process Oracle Utilities will identify such materials for You.

- You can request modifications to the core messaging before it is finalized. Marketing collateral templates will allow for copy edits only to sections identified as customizable – page designs and layouts are final.
- You will market the BYOD Program via Your customer-facing website, including a designated BYOD Program-specific page and promotion on the homepage and online bill pay portal.
- If available, You may provide Oracle Utilities with contact information in the form of email addresses for all eligible customers to support BYOD Program marketing.
- You will work with Oracle Utilities to define the necessary Customer data and data exchange process to create a seamless enrollment experience.
- Your customer data must be sent to Oracle Utilities in the right schema and according to the Oracle Utilities Device Control data specification.
- You will process BYOD Program applications through the Device Control Platform in a timely manner.
- If You publish a report on any aspect of the BYOD Program, You will share the results and report draft with Oracle Utilities at least 4 weeks in advance of publishing, to verify accuracy and appropriate usage of BYOD Program data. Any release of the report is subject to the Environment Provider's contractual agreements with its device partners.
- Participate in product demonstrations and confirm the launch of Your BYOD Programs.
- Participate in training of customer service representatives.

Assumptions

- The enrollment experience will not require Your customers to provide their customer account number as part of the application process.
- Any delay in Your delivery of its input, approvals, data, materials, information and/or deliverables may delay, prevent, or inhibit Oracle Utilities' ability to complete one or more of its obligations.
- Data available to You will rely on device data fed to the Device Control Platform through its device partner integrations. Some device partners might provide only a subset of this device data.
- Data monitoring and device control requires that the customer's device is connected to the internet, and neither the Environment Provider nor Oracle has control over these connections.
- You will fund rebates and incentives needed to acquire and retain BYOD customer participation.
- Difficulty or delays caused by or attributable to device partners may delay or inhibit BYOD DR Service launch and/or other deliverables.
- The Services shall be performed remotely unless noted otherwise. At Your request, Oracle may agree to conduct onsite visits at Your location.
- You acknowledge that Your timely provision of and access to assistance, cooperation, complete and accurate information and data from Your officers, agents, and employees are

essential to the timely performance of these Services. Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Your failure to provide cooperation in accordance with the aforementioned requirements in the previous sentence.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Utilities Opower Digital Self Service - Energy Management Cloud Service

Part #B87445, B87663 – per 100 in Customer Count

Note: This cloud service is on Controlled Availability. For new purchases of this functionality, please use the Oracle Utilities Opower Digital Self Service – Energy Management Residential Cloud Service (Part # B96585) below.

Users of the Oracle Utilities Opower Digital Self Service - Energy Management Cloud Service are authorized access to the following modules and the products therein:

- Energy Management web features
- Oracle Utility Opower generally available APIs
- Single Sign On (SSO), Seamless web, Standalone, and Embeddable widget integration
- Inside Opower (Analytics Visualization sold separately)
- Customer Service Interface - Program Management

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of **blocks of** 100 in Customer Count as specified in Your order.
- A limit of 20 queries per second and 100,000 API calls per day for each application instance.
- Oracle provisioning two environments for this Oracle Cloud Service: one Production Environment and one Non-Production Environment. Note: Inside Opower only includes one Production Environment.
- These environments will also be used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Outbound communication being accessible in the Customer Service Interface for no more than three years from the date the outbound communication is published to the Interface.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.
- Any unused Services from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.

Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Target Service Availability Level for the Production Environment after implementation and launch:

Cloud Service	Target Service Availability Level
Oracle Utilities Opower Digital Self Service - Energy Management Cloud Service	99.7%

The Target Service Availability Level does not apply to the Non-Production Environment(s), or to administration or reporting tools or in the event of a declared disaster.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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.

Implementation Support Services

Implementation Support Services are services that relate to the initial set up of Your Oracle Cloud Service. The scope of the Implementation Support Services provided by Oracle is limited and currently includes the following:

Implementation Support Services for Web Portal

Oracle will:

- Configure the Web Portal based on the inputs provided in the Product Configuration Guide.
- Review and finalize the Web Portal configuration with You.
- Perform final quality assurance checks over content and collateral designed, created, and configured in this section after deploying these elements to a single test environment.

Implementation Support Services for API

Oracle will:

- Provide You with access to the API end-points in the standard API library described in applicable Oracle Utilities API documentation.
- Facilitate the ability to make an API request and the associated response from the API suite.
- Provide up to twenty (20) hours of assistance during the implementation phase (typically provided in the form of Oracle-hosted assistance meetings with Your technical team so that Oracle can answer questions and assist with testing API integration).

Implementation Support Services for Single Sign-On (SSO)

Oracle will:

- Implement the SSO feature of the Oracle Utilities Opower Digital Self-Service Energy Management as per the Product Configuration Guide; and
- Provide up to twenty (20) hours of assistance during the implementation phase (typically provided in the form of Oracle-hosted assistance meetings with Your technical team so that Oracle can answer questions and assist with testing API integration).

Implementation Support Services for Next Best Action

Oracle will:

- Configure up to six (6) different marketing experiments on the Oracle Utilities Opower Energy Management Web Portal (the "Web Portal").
- Configure dynamic web banners that include short marketing messages appearing on one or multiple Web Portal pages.
- Enable targeting of the web banners to various customer segments to encourage Your customers to take an action.

Implementation Launch Services

Oracle will:

- Provide up to one (1) demonstration of the Oracle Utilities Opower products to Your project team prior to launch.
- Provide up to one (1) training session for customer service representatives.

Live Operate Services

Live Operate Services are services that Oracle provides to assist You with the ongoing operation of supported Oracle Utilities Cloud Services, once live and in production. The scope of the Live Operate Services provided by Oracle is limited and currently includes the following:

Oracle will:

- Assign a Client Success Manager to manage the delivery of the Oracle Cloud Service.
- Once per each consecutive six (6) month period of service and upon Your request, deliver an update presentation with information on website usage statistics, and subscription metrics.
- Upon Your request, provide one (1) standard report each consecutive three (3) month period of service and as defined in the applicable Oracle Utilities data extracts documentation.
- Upon Your request, provide up to one (1) custom report during each consecutive three (3) month period of service.
- Provide incident management and problem management services for events related to the application.

Obligations and Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following implementation assumptions:

Your Obligations

- Review, provide final inputs, and finalize items such as product configurations, branding, placement of embedded widgets within Your Web Portal, and marketing materials within the timeline as mutually agreed upon between You and the Oracle project manager.
- Participate in program demonstrations, communicate feedback during testing, and provide Your agreement for production launch of Your Web Portal.
- Participate in customer service representative training.

- For embeddable Web Portal, implement requirements for Single Sign-On ("SSO") implementation and complete the SSO integration with Oracle within the timeline as mutually agreed upon between You and the Oracle project manager.
- If You choose APIs:
    - Implement APIs as set forth in the applicable Oracle Utilities API documentation.
    - Design and develop user interface and functions using APIs.
    - Develop or otherwise have in place code for the following purposes:
        - To authenticate with APIs using Oracle-provided keys.
        - To receive the desired API data via the API.
        - To display the retrieved data in a customer-friendly format.
        - To build customer-friendly messaging for cases in which the API calls fail

Assumptions

- Implementation phase is estimated at twenty-two (22) consecutive weeks. To the extent that You select not to utilize the Implementation Support Services provided by Oracle, these Services will not be applicable to Your order.
- "Product Configuration Guides" are defined as the documents that Oracle will share with You during the project initiation phase to describe the configuration options for the product and document Your input on the configuration options You select to implement.
- The Services shall be performed remotely unless noted otherwise. At Your request, Oracle may agree to conduct onsite visits at Your location.
- Embeddable single sign-on ("SSO") integration of the Web Portal is required, as specified in the Product Configuration Guide.
- Each API has its own data requirements and is subject to limitations as outlined in the applicable Oracle Utilities API documentation.
- You acknowledge that Your timely provision of and access to assistance, cooperation, complete and accurate information and data from Your officers, agents, and employees are essential to the timely performance of these Services. Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Your failure to provide cooperation in accordance with the aforementioned requirements in the previous sentence.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Utilities Opower Digital Self Service - Energy Management Residential Cloud Service

Part #B96585 – per 100 in Customer Count

Users of the Oracle Utilities Opower Digital Self Service - Energy Management Residential Cloud Service are authorized access to the following modules and the products therein:

- Energy Management web features
- Single Sign On (SSO), Standalone, and Embeddable widget integration
- Inside Opower (Analytics Visualization sold separately)
- Customer Service Interface - Program Management

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of **blocks of** 100 in Customer Count as specified in Your order.
- Oracle provisioning two environments for this Oracle Cloud Service: one Production Environment and one Non-Production Environment. Note: Inside Opower only includes one Production Environment.
  - These environments will also be used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Outbound communication being accessible in the Customer Service Interface for no more than three years from the date the outbound communication is published to the Interface.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.
- Any unused Services from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.

Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Target Service Availability Level for the Production Environment after implementation and launch:

Cloud Service	Target Service Availability Level
Oracle Utilities Opower Digital Self Service - Energy Management Residential Cloud Service	99.7%

The Target Service Availability Level does not apply to the Non-Production Environment(s), or to administration or reporting tools or in the event of a declared disaster.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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.

Implementation Support Services

Implementation Support Services are services that relate to the initial set up of Your Oracle Cloud Service. The scope of the Implementation Support Services provided by Oracle is limited and currently includes the following:

Implementation Support Services for Web Portal

Oracle will:

- Configure the Web Portal based on the inputs provided in the Product Configuration Guide.
- Review and finalize the Web Portal configuration with You.
- Perform final quality assurance checks over content and collateral designed, created, and configured in this section after deploying these elements to a single test environment.

Implementation Support Services for Single Sign-On (SSO)

Oracle will:

- Implement the SSO feature of the Oracle Utilities Opower Digital Self-Service Energy Management Residential as per the Product Configuration Guide; and
- Provide up to twenty (20) hours of assistance during the implementation phase (typically provided in the form of Oracle-hosted assistance meetings with Your technical team)

Implementation Support Services for Next Best Action

Oracle will:

- Configure up to six (6) different marketing experiments on the Oracle Utilities Opower Energy Management Web Portal (the "Web Portal").
- Configure dynamic web banners that include short marketing messages appearing on one or multiple Web Portal pages.
- Enable targeting of the web banners to various customer segments to encourage Your customers to take an action.

Implementation Launch Services

Oracle will:

- Provide up to one (1) demonstration of the Oracle Utilities Opower products to Your project team prior to launch.

- Provide up to one (1) training session for customer service representatives.

Live Operate Services

Live Operate Services are services that Oracle provides to assist You with the ongoing operation of supported Oracle Utilities Cloud Services, once live and in production. The scope of the Live Operate Services provided by Oracle is limited and currently includes the following:

Oracle will:

- Assign a Client Success Manager to manage the delivery of the Oracle Cloud Service.
- Once per each consecutive six (6) month period of service and upon Your request, deliver an update presentation with information on website usage statistics, and subscription metrics.
- Upon Your request, provide one (1) standard report each consecutive three (3) month period of service and as defined in the applicable Oracle Utilities data extracts documentation.
- Upon Your request, provide up to one (1) custom report during each consecutive three (3) month period of service.
- Provide incident management and problem management services for events related to the application.

Obligations and Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following implementation assumptions:

Your Obligations

- Review, provide final inputs, and finalize items such as product configurations, branding, placement of embedded widgets within Your Web Portal, and marketing materials within the timeline as mutually agreed upon between You and the Oracle project manager.
- Participate in program demonstrations, communicate feedback during testing, and provide Your agreement for production launch of Your Web Portal.
- Participate in customer service representative training.
- For embeddable Web Portal, implement requirements for Single Sign-On ("SSO") implementation and complete the SSO integration with Oracle within the timeline as mutually agreed upon between You and the Oracle project manager.

Assumptions

- Implementation phase is estimated at twenty-two (22) consecutive weeks. To the extent that You select not to utilize the Implementation Support Services provided by Oracle, these Services will not be applicable to Your order.
- "Product Configuration Guides" are defined as the documents that Oracle will share with You during the project initiation phase to describe the configuration options for the product and document Your input on the configuration options You select to implement.
- The Services shall be performed remotely unless noted otherwise. At Your request, Oracle may agree to conduct onsite visits at Your location.
- Embeddable single sign-on ("SSO") integration of the Web Portal is required, as specified in the Product Configuration Guide.
- Each API has its own data requirements and is subject to limitations as outlined in the applicable Oracle Utilities API documentation.

- You acknowledge that Your timely provision of and access to assistance, cooperation, complete and accurate information and data from Your officers, agents, and employees are essential to the timely performance of these Services. Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Your failure to provide cooperation in accordance with the aforementioned requirements in the previous sentence.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Utilities Opower Digital Self Service - Energy Management Advanced Metering Infrastructure Cloud Service

Part # B87453, B87671 – per 100 in Customer Count

Users of the Oracle Utilities Opower Digital Self Service - Energy Management Advanced Metering Infrastructure Cloud Service are authorized access to the following modules and the products therein:

- Energy Management web features - AMI enhancements

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of **blocks of** 100 in Customer Count as specified in Your order.
- Oracle provisioning two environments for this Oracle Cloud Service: one Production Environment and one Non-Production Environment.
- These environments will also be used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.

Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Target Service Availability Level for the Production Environment after implementation and launch:

Cloud Service	Target Service Availability Level
Oracle Utilities Opower Digital Self Service - Energy Management Advanced Metering Infrastructure Cloud Service	99.7%

The Target Service Availability Level does not apply to the Non-Production Environment(s), or to administration or reporting tools or in the event of a declared disaster.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Opower Digital Self Service - Transactions Cloud Service

Part # B87446, B87664 – per 100 in Customer Count

Users of the Oracle Utilities Opower Digital Self Service - Transactions Cloud Service (DSSTC) are authorized to access the following features:

- Customer energy management web features
- **Customer account management web features**
- Customer service representative (CSR) masquerading portal
- Integration suite APIs for the CIS product
- Opower Configuration Tool

Widgets for modularized functionality can be embedded directly on the Oracle Utilities Opower web portal or a utility website.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of **blocks of** 100 in Customer Count as specified in Your order
- Oracle provisioning three (3) environments for this Cloud Service: one (1) Production Environment and two (2) Non-Production Environments for testing and development purposes.
- These environments will also be used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services Portfolio of services.
- The Non-Production Environment may be refreshed, at Your request, no more than four (4) times as part of Implementation Support Service and no more than one (1) time as a part of Live Operate Services in any three (3) month period.
- Production Environment data storage is limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.

Service Availability Level

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Target Service Availability Level for the Production Environment after implementation and launch:

Cloud Service	Target Service Availability Level
Oracle Utilities Opower Digital Self Service - Transactions Cloud Service	99.7%

The Target Service Availability Level does not apply to the Non-Production Environment(s), or to administration or reporting tools or in the event of a declared disaster.

Implementation Support Services

Implementation Support Services are services that relate to the initial set up of Your Oracle Cloud Service. The Services shall be performed remotely unless otherwise noted in this section. At Your request, Oracle may agree to conduct onsite visits at Your location during the Implementation Period. Implementation Support Services will be provided on an as-needed basis. To the extent that You do not want to implement a specific feature, these services will not be applicable to Your order.

The scope of the Implementation Support Services provided by Oracle is limited and currently includes the following services. This list is not exhaustive.

Oracle will work to:

- Provide access to Opower Configuration Tool to Your team to configure DSSTC features outlined above based on the inputs required by the Product Configuration Guide.
- Provide guidance to review and finalize the DSSTC features configuration performed by You.
- Provide guidance in configuring the theme and branding of DSSTC to match Your standards.
- Implement the SSO feature of DSSTC as per the applicable Product Configuration Guide.
- Integrate compliant third-parties' systems to support DSSTC features discussed by You and Oracle.
- Perform final quality assurance checks over content and collateral designed, created, and configured in this section after deploying these elements to a single test environment.
- Install DataConnect with standard extracts for integration to the Oracle Opower platform to support DSSTC features available to You.
- Configure the Secure File Transfer Protocol (SFTP) and setup file routing to enable the regular transfer of data files required for synchronizing data to the Oracle Opower platform.
- Perform one-time historical data extract from Your CIS and load into the Oracle Opower platform.
- Setup incremental, iterative data feeds in the Oracle Opower platform.
- Conduct up to one (1) sixty (60) minute remote demonstration of the Web Portal prior to the launch.
- Conduct up to one (1) sixty (60) minute remote training session for customer service representatives on the subject of navigating the DSSTC user interface.

Additional Implementation Support Services related to Your Cloud Service are outlined in the Program Documentation.

Obligations and Assumptions

You acknowledge that Oracle's ability to fulfill a timely delivery of the Cloud Service depends upon Your fulfillment of the following obligations and the following project assumptions:

General Obligations:

You will:

- Provide Oracle with full access to relevant functional, technical, and business resources, of You and Your client, with adequate skills and knowledge to support the performance of the Services in order to meet the established deployment timeline.

- Provide Oracle, on a timely basis, complete and accurate information, and responses to questions as needed to support the performance of the Cloud Service

- Not Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform the Services.
- Review and respond to critical dependencies, issues, and requests as raised during the regular status/project management calls and/or progress reports.
- Work with Oracle to define a change notification process mutually agreed upon by Oracle and You to notify Oracle of any changes to Your CIS web service APIs in production.
- Notify Oracle of any planned maintenance for which Your CIS web services or identity management services that DSSTC depends upon will be unavailable in production.
- Configure all DSSTC features in Opower Configuration Tool following the guidelines documented in the Product Configuration Guide or Opower Configuration Tool Program Documentation.
- Review and finalize Web Portal branding.
- Participate in product demonstrations.
- If while performing the Services Oracle requires access to other vendor's products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products.

Your CIS Configuration Obligations:

You will:

- Configure Your CIS to deliver all e-mail notifications including Billing notifications for bills due and past due and Payment notifications for payments received and rejected.

- Configure Your CIS edge applications needed for the Cloud Service.

- Configure Your CIS to store unique Bill document identifiers to be accessible via Your CIS APIs as necessary to support the Cloud Service Bill Presentment feature.

- Configure Your CIS APIs and apply any required service patches required to integrate with the Cloud Service.

Third Party System Obligations:

- Identity Management Obligations

  - o Your Identity Management Solution must meet the following requirements:

    - Support for the SAML 2.0 Single Sign-On standard.
    - Web user creation, login, password reset, and password change web pages that enable web users to authenticate and manage their web identities.
    - Provide transactional notifications as necessary for web user management transactions.

- Payment Processing Related Obligations

  - o Integrate Your compliant Payment Processing Solution with Your CIS. Requirements for current supported payment processers are identified in the Program Documentation.

- Web Content Management System Obligations

- - Configure Your compliant Web Content Management system to follow the guidelines outlined in the applicable Product Integration Guide.
- Complete testing on dependent CIS web services, and Your CIS integrations with Your payment provider, and Identity Management Solution functionality.

Secure Data Transfer and Access Obligations

- You will work with Oracle to complete Opower business to business Virtual Private Network (VPN) or Mutual Transport Layer Security (mTLS) based connection setup between Oracle and Your CIS and web environments defined in the Program Documentation.
- You must work with Oracle to implement Single Sign On with Oracle the Cloud Service for web user authentication according to the SAML 2.0 standard within Your website.
- 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 network performance and monitoring of any on premise or hosted systems owned and operated by You.

Data Related Obligations

You will:

- Work with Oracle to complete a template that maps Your data fields to data fields Oracle collects as specified in the *Oracle Utilities Opower Platform Billing Data Transfer Standards* for any initial data load.

- 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.

- Provide up to thirteen (13) months of 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 Cloud Service in format(s) requested by Oracle.

- Provide production quality billed usage data for a random sample of 10,000-20,000 customers (both active and inactive), and all billed usage reads recorded dating back to January of the previous calendar year for such customers within the timeline mutually agreed upon between You and the Oracle project manager.

- Generate an automated incremental file that includes any new customer information and billed usage data recorded since the most recent record in the full historical file, including customer move-in and move-out data and any corrections.

- Coordinate with Oracle to set-up the SFTP to enable the regular transfer of data files between You and Oracle.

- If data quality issues are identified with any data received in this 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.

Oracle will not be responsible for any delay in implementation if such deficiency results from Your failure to provide full cooperation with the obligations above.

Assumptions

- "Product Configuration Guides" are defined as the documents that Oracle will share with You during the project initiation phase to describe the configuration options for the product and document Your input on the configuration options You select to implement.
- Embeddable single sign-on ("SSO") integration of the Web Portal is required, as specified in the Product Configuration Guide.

- You acknowledge that Your timely provision of and access to assistance, cooperation, complete and accurate information and data from Your officers, agents, and employees are essential to the timely performance of these Services. Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Your failure to provide full cooperation.

Live Operate Services

Live Operate Services are services that Oracle provides to assist You with the ongoing operation of Your Oracle Cloud Service instance once it is live. The specific Live Operate Services provided to You as part of the Cloud Service are identified below.

Oracle will:

1) Assign a Client Success Manager (CSM) to manage the delivery of the Cloud Service. The CSM will be Your primary point of contact for the Cloud Service, act as Your first point for the escalation for the Cloud Service, and will monitor the progress of service requests ("SR") and confirm that the Services are performed in accordance with targets.

2) Upon Your request, create and deliver a quarterly status report summarizing the activities undertaken over the past quarter and those scheduled as major future events.

3) Upon Your request, offer quarterly meetings with Your oversight team to present, review and discuss the Quarterly Status Report.

4) Monitor infrastructure and application availability and resolve any incident that is within Oracle's scope or responsibility as defined in the *Oracle Industries Cloud Services Pillar Document* Referenced in the Cloud Policies section below:

5) Provide Primary Help Desk Services from 8:00 to 17:00 Your local time on Oracle working days.

6) Respond to severity 1 incidents 24 hours per day, 365 days per year.

7) Provide incident management and problem management services for events related to the applications by:

   a) Analyzing issues and resolving any incidents within Oracle's scope or responsibility.

   b) Escalating any issues not within Oracle's scope or responsibility to You for resolution.

   c) Providing infrastructure logs to assist in the diagnosis and remediation of incidents within Your scope or responsibility.

PCI Compliance

The following service-specific variations take precedence over any contrary terms in the Oracle Cloud policies, Service Specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance

Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (http://support.oracle.com). The document can be found by logging in and searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry 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 Industries Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Opower Distributed Energy Resources Customer Engagement Cloud Service

Part # B90497, B90594– per 100 in Distrubted Energy Resources Customer Count

Users of the Oracle Utilities Opower Distributed Energy Resources Cloud Service are authorized access to the following modules and the products therein:

- Energy Management solar web features – Distributed Energy Resources (DER) enhancements
- Email Solar Update Notifications

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum of the quantity of **blocks of** 100 in Distributed Energy Resources Customer Count as specified in Your order.
- Oracle provisioning two environments for this Oracle Cloud Service: one Production Environment and one Non-Production Environment.
- These environments will also be used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.

Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Target Service Availability Level for the Production Environment after implementation and launch:

Cloud Service	Target Service Availability Level
Oracle Utilities Opower Distributed Energy Resources Customer Engagement Cloud Service	99.7%

The Target Service Availability Level does not apply to the Non-Production Environment(s), or to administration or reporting tools or in the event of a declared disaster.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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.

Implementation Support Services

Implementation Support Services are services that relate to the initial set up of Your Oracle Cloud Service. The scope of the Implementation Support Services provided by Oracle is limited and currently includes the following:

Implementation Support Services for Energy Management Web Features

Oracle will:

- Configure the Web Portal based on the inputs provided in the Product Configuration Guide for Distributed Energy Resources (DER) enhancements.
- Review and finalize the Web Portal configuration with You.
- Perform final quality assurance checks over content and collateral designed, created, and configured in this section after deploying these elements to a single test environment.

Implementation Support Services for Solar Update Notifications

Oracle will:

- Define the content and approach for each channel, such as the content of communications and customers to be targeted with such communications.

- Allow for the branding of the Email Solar Update Notifications product.

- Provide the Email Solar Update Notifications product to match the mutually-agreed inputs in the Product Configuration Guides.

- Perform final quality assurance checks for content and collateral designed, created, and configured in this section after deploying these elements to a testing environment.

Implementation Launch Services

Oracle will:

- Provide up to one (1) demonstration of the Oracle Utilities Opower products to Your project team prior to launch.
- Provide up to one (1) training session for customer service representatives.

Live Operate Services

Live Operate Services are services that Oracle provides to assist You with the ongoing operation of supported Oracle Utilities Cloud Services, once live and in production. The scope of the Live Operate Services provided by Oracle is limited and currently includes the following:

Oracle will:

- Assign a Client Success Manager to manage the delivery of the Oracle Cloud Service.
- Once per each consecutive six (6) month period of service and upon Your request, deliver an update presentation with information on subscription metrics and email metrics.
- Provide one (1) of the following two (2) promotional module options to You per 12-month period of service:
    1. Provide up to one (1) standard promotional module during each consecutive two (2) month period of service. A single standard promotional module is one module selected from the Oracle Utilities Opower standard module library targeted to one set of

customers via a single Oracle Utilities Opower communication sent through a single channel.

2. Provide up to one (1) standard promotional module during each consecutive four (4) month period of service and provide one (1) non-standard promotional module during each consecutive twelve (12) month period of service. A single standard promotional module is one module selected from the Oracle Utilities Opower standard module library targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel. A non-standard promotional module is one module created to Your promotional requirements and includes illustration design, layout design, copywriting, and publication targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel.

- Upon Your request, provide one (1) standard report each consecutive three (3) month period of service and as defined in the applicable Oracle Utilities data extracts documentation.
- Upon Your request, provide up to one (1) custom report during each consecutive three (3) month period of service.
- Provide incident management and problem management services for events related to the application.

Obligations and Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following implementation assumptions:

Your Obligations

- Provide access to Your content and branding lead who will work with Oracle on providing inputs for configuration.

- Provide final inputs on product configurations within the timeline as mutually agreed upon between You and the Oracle project manager.

- Define targeted customer segments for the project.

- Maintain recurring iterative billing feeds for all customers.

- Participate in product demonstrations and provide Your agreement for production launch of Your product.
- Participate in customer service representatives training.

Assumptions

- Implementation phase is estimated at fourteen (14) consecutive weeks. To the extent that You select not to utilize the Implementation Support Services provided by Oracle, these Services will not be applicable to Your order.
- "Product Configuration Guides" are defined as the documents that Oracle will share with You during the project initiation phase to describe the configuration options for the product and document Your input on the configuration options You select to implement
- The Services shall be performed remotely unless noted otherwise. At Your request, Oracle may agree to conduct onsite visits at Your location.
- You will finalize the marketing module within two rounds of review/feedback.

- You acknowledge that Your timely provision of and access to assistance, cooperation, complete and accurate information and data from Your officers, agents, and employees are essential to the timely performance of these Services. Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Your failure to provide cooperation in accordance with the aforementioned requirements in the previous sentence.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Utilities Opower Energy Efficiency Cloud Service and Report Generation

Part # B89130 – per 100 in Customer Count

Users of the Oracle Utilities Opower Energy Efficiency Cloud Service are authorized to access the following modules and the products therein:

- Home Energy Report Analytics (channel fee applies for Home Energy Reports)
- Email Home Energy Reports
- Inside Opower (Analytics Visualization sold separately)
- Customer Service Interface - Program Management
- Energy Efficiency Web Portal, Standalone (standard configuration only, accessible to all customers)
- Report generation for print communications

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of **blocks of** 100 in Customer Count as specified in Your order.
- Oracle provisioning two environments for this Oracle Cloud Service: one Production Environment and one Non-Production Environment. Note: Inside Opower only includes one Production Environment.
- Use of these environments to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Outbound communication being accessible in the Customer Service Interface for no more than three years from the date the outbound communication is published to the Interface.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.
- Additional customer count, provided at Oracle's discretion, if any, will not exceed 10% of the 100 in Customer Count defined in Your order.
  Any unused Services from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.

Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Target Service Availability Level for the Production Environment after implementation and launch.

Cloud Service	Target Service Availability Level
Oracle Utilities Opower Energy Efficiency Cloud Service	99.7%

The Target Service Availability Level does not apply to the Non-Production Environment(s) or to administration or reporting tools or in the event of a declared disaster.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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.

Implementation Support Services

Implementation Support Services are services that relate to the initial set up of Your Oracle Cloud Service. The scope of the Implementation Support Services provided by Oracle is limited and currently includes the following:

Oracle will:

- Define the content and approach for each channel, such as the frequency of communications, content of communications and customer groups to be targeted with such communications.
- Allow for the branding of the Home Energy Report and/ or the Email Home Energy Report product.
- Provide the Home Energy Report and/or Email Home Energy Reports and Web Portal products to match the mutually-agreed inputs in the Product Configuration Guides.

Implementation Launch Services

Oracle will:

- Provide up to one (1) demonstration of the Oracle Utilities Opower products to Your project team prior to launch.
- Provide up to one (1) training session for customer service representatives.

Live Operate Services

Live Operate Services are services that Oracle provides to assist You with the ongoing operation of supported Oracle Utilities Cloud Services, once live and in production. The scope of the Live Operate Services provided by Oracle is limited and currently includes the following:

Oracle will:

- Assign a Client Success Manager to manage the delivery of the Oracle Cloud Service.
- Refill Your Home Energy Report population up to once per 12-month period of service.
- Once per each consecutive three (3) month period of service and upon Your request, deliver an update with information on website usage statistics, subscription metrics, email metrics, and energy savings.
- Provide one (1) of the following two (2) promotional module options to You per 12-month period of service:

1. Provide up to one (1) standard promotional module during each consecutive two (2) month period of service. A single standard promotional module is one module selected from the Oracle Utilities Opower standard module library targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel.
2. Provide up to one (1) standard promotional module during each consecutive four (4) month period of service and provide one (1) non-standard promotional module during each consecutive twelve (12) month period of service. A single standard promotional module is one module selected from the Oracle Utilities Opower standard module library targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel. A non-standard promotional module is one module created to Your promotional requirements and includes illustration design, layout design, copywriting, and publication targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel.

- Provide up to one (1) report during each consecutive three (3) month period of service, for the purpose of measuring and verifying Your savings in Oracle's standard format for measurement and verification extracts.
- Upon Your request, provide one (1) standard report each consecutive three (3) month period of service and as defined in the applicable Oracle Utilities data extracts documentation.
- Upon Your request, provide up to one (1) custom report during each consecutive three (3) month period of service.
- Provide incident management and problem management services for events related to the application.

Obligations and Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following implementation assumptions:

Your Obligations

- Review the Product Configuration Guides and provide final inputs within the timeline as mutually agreed upon between You and Oracle.
- Review and finalize the Home Energy Reports template and/or the Email Home Energy Reports template, depending on which channel You have chosen.
- Verify that tips and savings estimates comply with applicable consumer protection laws, including inclusion of any information that may be required to comply with such laws.
- Define targeted customer segments for the project.
- Participate in product demonstrations and provide Your agreement for production launch of Your Energy Efficiency Web Portal.
- Participate in customer service representatives training.

Assumptions

- Implementation phase is estimated at eighteen (18) consecutive weeks. To the extent that You select not to utilize the Implementation Support Services provided by Oracle, these Services will not be applicable to Your order.

- "Product Configuration Guides" are defined as the documents that Oracle will share with You during the project initiation phase to describe the configuration options for the product and document Your input on the configuration options You select to implement.
- The Services shall be performed remotely unless noted otherwise. At Your request, Oracle may agree to conduct onsite visits at Your location.
- Web Portal widgets to be configured are limited to bill comparison, data browser, home energy analysis, neighbor comparison, ways to save, and account center.
- Home energy analysis widget will be configured with standard questions defined by Oracle, and no additional questions can be defined by You.
- Ways to save widget will be configured to use only standard tip guide configuration (default guides and order or appearance) as defined by Oracle, and no non-standard configuration can be included.
- Configurations are limited to logo, primary and secondary colors, and up to ten (10) configurable text changes.
- Multi-lingual configuration is not included, and display will be United States English only.
- Review and finalization of configuration is limited to one (1) round of Your review and Oracle changes.

You acknowledge that Your timely provision of and access to assistance, cooperation, complete and accurate information and data from Your officers, agents, and employees are essential to the timely performance of these Services. Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Your failure to provide cooperation in accordance with the aforementioned requirements in the previous sentence.

You acknowledge that Your timely provision of and access to assistance, cooperation, complete and accurate information and data from Your officers, agents, and employees are essential to the timely performance of these Services. Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Your failure to provide cooperation in accordance with the aforementioned requirements in the previous sentence.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Utilities Opower Enhanced Reporting Cloud Service

Part # B91186, B91187 – per Reporting Package

Users of the Oracle Utilities Opower Enhanced Reporting Cloud Service have access to additional reporting services during each twelve (12) month contracted Services Period, including:

- A Client Success Manager to conduct up to one (1) onsite visit per consecutive three (3) month period of service; and
- Additional Client Success Manager support to respond to program management questions via phone and/or email.
- Up to eight (8) reports for the purpose of measuring and verifying their energy savings in Oracle's standard format for measurement and verification extracts; and
- Up to three (3) standard reports as defined in the applicable Oracle Utilities data extracts documentation; and
- Up to eight (8) hours of custom reporting.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- Unused reports from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Opower Integration Hub Cloud Service

Part # B94849 – per 100 in Customer Count

Users of the Oracle Utilities Opower Integration Hub Cloud Service are authorized access to the following modules and the products therein:

- Integration Software Developers Kit (SDK) to authenticate and execute API calls.
- An external API interface that provides access to data and Insights via Oracle Utilities Opower Integration Hub APIs as described in applicable Program Documentation. The Opower platform must be set up to support this capability (requires the Oracle Utilities Opower Customer Billing Integration and Platform Cloud Service Setup Fee, not included in this Cloud Service).
- Token generation service for Single Sign On ("SSO"): a secure service that provides third party integrations to embed Opower widgets in a third party portal or to embed a third party's widgets in the Opower portal, and to access data through the external API interface.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of **blocks of** 100 in Customer Count as specified in Your order.
- A limit of 175 queries per second and 250,000 API calls per day for each application instance.
- Oracle provisioning two environments for this Oracle Cloud Service: one Production Environment and one Non-Production Environment.
    - These environments will also be used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.
- Any unused Services from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.

Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Target Service Availability Level for the Production Environment after implementation and launch.

Cloud Service	Target Service Availability Level
Oracle Utilities Opower Integration Hub Cloud Service	99.7%

The Target Service Availability Level does not apply to the Non-Production Environment(s), or to administration or reporting tools or in the event of a declared disaster.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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.

Third Party Web Sites, Platforms and Services

This Oracle Cloud Service may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, third parties' websites, platforms, content, products, services, and information ("Third Party Services"). Oracle does not control and is not responsible for such Third Party Services. You are solely responsible for complying with the terms of access and use of Third Party Services, and if Oracle accesses or uses any Third Party Services on Your behalf to facilitate performance of the Services, You are solely responsible for ensuring that such access and use, including through passwords, credentials or tokens issued or otherwise made available to You, is authorized by the terms of access, and use for such services. Oracle is not responsible for the security, protection or confidentiality of Your Content or Third Party Content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement and Oracle's Privacy Policy) transmitted to such Third Party Services.

Implementation Support Services

Implementation Support Services are services that relate to the initial set up of Your Oracle Cloud Service. The scope of the Implementation Support Services provided by Oracle is limited to the following:

For Implementation Support Services for the integration SDK, Oracle will:

- Provide up to twenty (20) hours of assistance during the implementation phase in the form of Oracle-hosted assistance meetings with Your technical team so that Oracle can answer questions and assist with using the SDK.

For Implementation Support Services for the external API interface, Oracle will:

- Provide You with access to the API end-points in the standard API library described in applicable Oracle Utilities API documentation.
- Facilitate the ability to make an API request and get the associated response from the external API interface.
- Provide up to twenty (20) hours of assistance during the implementation phase in the form of Oracle-hosted assistance meetings with Your technical team so that Oracle can answer questions and assist with testing API integration.

For Implementation Support Services for the token generation service for Single Sign-On (SSO), Oracle will:

- Provide You with a token created by the token generation service.

- Provide up to twenty (20) hours of assistance during the implementation phase in the form of Oracle-hosted assistance meetings with Your technical team so that Oracle can answer questions and assist with using the token generation service.

You may use the external API interface, SDK and token generation service listed above to develop integrations with the Opower platform or You may contract with an OPN Vendor (defined below) to perform such services, provided that You have bound Your OPN Vendor to the applicable terms and conditions of Your agreement and order with Oracle, including, but not limited to, the confidentiality requirements. Alternatively, You may contract separately with Oracle for professional services to assist You with developing integrations with the Opower platform.

Implementation Launch Services

Oracle will:

- Provide up to one (1) walkthrough of the SDK and code examples to Your project team prior to launch.
- Provide up to one (1) walkthrough of the SDK and code examples to Your OPN Vendor after launch.

Live Operate Services

Live Operate Services are services that Oracle provides to assist You with the ongoing operation of supported Oracle Utilities Cloud Services, once live and in production. The scope of the Live Operate Services provided by Oracle is limited to the following:

Oracle will:

- Assign a Client Success Manager to manage the delivery of the Oracle Cloud Service.
- Upon Your request, once per each consecutive six (6) month period of service, deliver an update presentation with information on API usage statistics.
- Upon Your request, provide one (1) standard report each consecutive three (3) month period of service and as defined in the applicable Oracle Utilities data extracts documentation.
- Upon Your request, provide up to one (1) custom report during each consecutive three (3) month period of service.
- Provide incident management and problem management services for events related to the application.

Obligations and Assumptions

You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following implementation assumptions:

Your Obligations

- If You have not previously set up the Opower platform, You must purchase additional data integration services from Oracle such as Oracle Utilities Opower Customer/Billing Integration

& Platform Cloud Service Setup Fee and Oracle Utilities Opower AMI Integration and Platform Cloud Service Setup Fee.

- You are responsible for all activities needed to procure Your OPN Vendors. Your "OPN Vendors" are defined as Your third party vendors that are active participants in the Oracle PartnerNetwork. If Your third party vendors are not active participants in the Oracle PartnerNetwork, You may not permit them to receive access to Your data within the Opower Integration Hub.
- You are responsible for ensuring that Your third party vendors are active participants in the Oracle PartnerNetwork.
- You are responsible for ensuring that Your OPN Vendors abide by the confidentiality terms of Your agreement with Oracle.
- You are responsible for managing the process for OPN Vendors to integrate with the Opower Integration Hub.
    - As noted above, Opower's service is limited to one (1) walkthrough of the SDK and code examples to Your OPN Vendors. Additional professional services support hours may be purchased separately for Oracle to provide additional assistance to Your OPN Vendors.
- Participate in demonstrations, communicate feedback during testing, and provide Your agreement for production launch of Your integrations.
- For embeddable web widgets, implement requirements for SSO implementation and complete the SSO integration with Oracle within the timeline as mutually agreed upon between You and the Oracle project manager.
- If You choose APIs, You must:
    - Implement APIs as set forth in the applicable Oracle Utilities API documentation.
    - Design and develop user interface and functions using APIs.
    - Develop or otherwise have in place code for the following purposes:
        - To authenticate with APIs using Oracle-provided keys.
        - To receive the desired API data via the API.
        - To display the retrieved data in a customer-friendly format.
        - To build customer-friendly messaging for cases in which the API calls are unable to return a response.

Assumptions

- Implementation phase is estimated at twenty-two (22) consecutive weeks if the Opower platform is not already present or four (4) consecutive weeks if the Opower platform has already been deployed. To the extent that You select not to utilize the Implementation Support Services provided by Oracle, these Services will not be applicable to Your order.
- Oracle's effort does not include data integration services to extract Your data from the Opower Integration Hub to build integrations. You may use the components of this Cloud Service to build these integrations or contract separately with Oracle for professional services to build these integrations.
- The Services shall be performed remotely unless noted otherwise. At Your request, Oracle may agree to conduct onsite visits at Your location.
- Each API has its own data requirements and is subject to limitations as outlined in the applicable Oracle Utilities API documentation.

- Access to daily and interval usage data requires implementation of AMI data. The Oracle Utilities Opower AMI Integration and Platform Cloud Service Setup Fee is required to set up AMI data integration.
- Access to daily and interval cost data requires implementation of rates through one of the Oracle Utilities Opower Rates Engagement Cloud Services SKUs.
- You acknowledge that Your timely provision of and access to assistance, cooperation, complete and accurate information and data from Your officers, agents, and employees are essential to the timely performance of these Services. Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Your failure to provide cooperation in accordance with the aforementioned requirements in the previous sentence.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Utilities Opower Load Shifting Cloud Service, Electric Vehicle

Part # B90593

Users of the Oracle Utilities Opower Load Shifting Cloud Service, Electric Vehicle are authorized access to the following modules and the products therein:

- Electric Vehicle charging coach insight communications for customers on time-of-use rates
- Electric Vehicle charging coach insights within Weekly Energy Updates communications

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of 100 in Customer Count as specified in Your order.
- Oracle provisioning two environments for this Oracle Cloud Service: one Production Environment and one Non-Production Environment. Note: Inside Opower only includes one Production Environment.
- These environments will also be used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Outbound communication being accessible in the Customer Service Interface for no more than three years from the date the outbound communication is published to the Interface.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.
- Any unused Services from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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.

Implementation Support Services

Implementation Support Services are services that relate to the initial set up of Your Oracle Cloud Service. The scope of the Implementation Support Services provided by Oracle is limited and currently includes the following:

Oracle will provide You with project initiation, configuration, testing, launch, and live operate services ("Services") related to Your Oracle Utilities Opower Electric Vehicle ("EV") Cloud Service. Such Services include Oracle's provision of the following:

Oracle will:

- Conduct a project kick-off meeting via web conference.

- Provide an estimated deployment timeline in a mutually agreed Microsoft file format.
- Provide You with one (1) test environment for Your review of product configurations prior to launch.
- Configure EV Charging Coach to match the inputs mutually agreed by You and Oracle.
- Configure EV confirmation modules for better targeting of EV drivers.
- Set up hourly disaggregation service for EV driver identification.
- Perform final quality assurance checks for content and collateral designed, created, and configured in this section after deploying these elements to the Oracle test environment.
- Notify Oracle platform operations team to conduct product launch.

Implementation Launch Services

Oracle will:

- Provide up to one (1) demonstration of the Oracle Utilities Opower products to Your project team prior to launch.
- Provide up to one (1) training session for customer service representatives.

Live Operate Services

Live Operate Services are services that Oracle provides to assist You with the ongoing operation of supported Oracle Utilities Cloud Services, once live and in production. The scope of the Live Operate Services provided by Oracle is limited and currently includes the following:

Oracle will:

- Assign a Client Success Manager to manage the delivery of the Oracle Cloud Service.
- Once per each consecutive six (6) month period of service and upon Your request, deliver an update presentation with information on subscription metrics and email metrics.
- Provide one (1) of the following two (2) promotional module options to You per 12-month period of service:
    1. Provide up to one (1) standard promotional module during each consecutive two (2) month period of service. A single standard promotional module is one module selected from the Oracle Utilities Opower standard module library targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel.
    2. Provide up to one (1) standard promotional module during each consecutive four (4) month period of service and provide one (1) non-standard promotional module during each consecutive twelve (12) month period of service. A single standard promotional module is one module selected from the Oracle Utilities Opower standard module library targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel. A non-standard promotional module is one module created to Your promotional requirements and includes illustration design, layout design, copywriting, and publication targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel.
- Upon Your request, provide one (1) standard report each consecutive three (3) month period of service and as defined in the applicable Oracle Utilities data extracts documentation.
- Upon Your request, provide up to one (1) custom report during each consecutive three (3) month period of service.
- Provide incident management and problem management services for events related to the application.

Obligations and Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following implementation assumptions:

Your Obligations

- Provide access to Your content and branding lead who will work with Oracle on providing inputs for configuration.
- Provide final inputs on product configurations within the timeline as mutually agreed upon between You and the Oracle project manager.
- Provide final inputs and approvals of promotional module(s) within two (2) rounds of review for each instance as described in the Live Operate Services above.
- Define targeted customer segments of EV drivers, as defined and identified by Oracle for the project.
- Maintain recurring iterative, incremental data feeds for billing, customer, account, and interval data for all customers.
- Participate in product demonstrations and provide Your agreement for production launch of the Oracle Cloud Service.
- Participate in customer service representatives training.

Assumptions

- Implementation Support Services and Implementation Launch Services are estimated at sixteen (16) consecutive weeks total.
- The Implementation Support Services and Implementation Launch Services described herein are a one-time service and any additional configuration, testing and launch services after the initial deployment that You may request will require additional scoping, estimation, and fees in a separate order.
- The Services shall be performed remotely unless noted otherwise. At Your request, Oracle may agree to conduct onsite visits at Your location.
- Any timelines or expected completion dates discussed with You are estimated dates and intended for planning purposes only.
- You will finalize the marketing module within two rounds of review/feedback.
- You acknowledge that Your timely provision of and access to assistance, cooperation, complete and accurate information and data from Your officers, agents, and employees are essential to the timely performance of these Services. Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Your failure to provide cooperation in accordance with the aforementioned requirements in the previous sentence.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Utilities Opower Load Shifting Cloud Service, Rate Coach

(formerly known as Oracle Utilities Opower Behavioral Load Shaping Cloud Service)

Part #B90496, B90593 – per 100 in Customer Count

Users of the Oracle Utilities Opower Load Shifting Cloud Service, Rate Coach are authorized access to the following modules and the products therein:

- Peak Usage Updates
- Peak usage insight activated in High Bill Alerts (AMI) – (must have Oracle Utilities Opower Proactive Alerts Cloud Service on active subscription for this module to be activated)
- Peak usage insights activated in Print and Email Home Energy Reports – (must have Oracle Utilities Opower Energy Efficiency Cloud Service on active subscription for this module to be activated)
- AMI Platform

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of **blocks of** 100 in Customer Count as specified in Your order.
- Oracle provisioning two environments for this Oracle Cloud Service: one Production Environment and one Non-Production Environment. Note: Inside Opower only includes one Production Environment.
- These environments will also be used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Outbound communication being accessible in the Customer Service Interface for no more than three years from the date the outbound communication is published to the Interface.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.
- Any unused Services from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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.

Implementation Support Services

Implementation Support Services are services that relate to the initial set up of Your Oracle Cloud Service. The scope of the Implementation Support Services provided by Oracle is limited and currently includes the following:

Oracle will:

- Configure Peak Usage Updates to match the inputs mutually agreed by the parties.
- If applicable, configure High Bill Alerts (AMI) to include the peak usage insight module to match the inputs mutually agreed by the parties.
- If applicable, configure Print and/or Email Home Energy Reports to include the peak usage insight module to match the inputs mutually agreed by the parties.
- Perform final quality assurance checks for content and collateral designed, created, and configured in this section after deploying these elements to a testing environment.

Implementation Launch Services

Oracle will:

- Provide up to one (1) demonstration of the Oracle Utilities Opower products to Your project team prior to launch.
- Provide up to one (1) training session for customer service representatives.

Live Operate Services

Live Operate Services are services that Oracle provides to assist You with the ongoing operation of supported Oracle Utilities Cloud Services, once live and in production. The scope of the Live Operate Services provided by Oracle is limited and currently includes the following:

Oracle will:

- Assign a Client Success Manager to manage the delivery of the Oracle Cloud Service.
- Once per each consecutive six (6) month period of service and upon Your request, deliver an update presentation with information on subscription metrics and email metrics.
- Provide one (1) of the following two (2) promotional module options to You per 12-month period of service:
    1. Provide up to one (1) standard promotional module during each consecutive two (2) month period of service. A single standard promotional module is one module selected from the Oracle Utilities Opower standard module library targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel.
    2. Provide up to one (1) standard promotional module during each consecutive four (4) month period of service and provide one (1) non-standard promotional module during each consecutive twelve (12) month period of service. A single standard promotional module is one module selected from the Oracle Utilities Opower standard module library targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel. A non-standard promotional module is one module created to Your promotional requirements and includes illustration design, layout design, copywriting, and publication targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel.

- Upon Your request, provide one (1) standard report each consecutive three (3) month period of service and as defined in the applicable Oracle Utilities data extracts documentation.
- Upon Your request, provide up to one (1) custom report during each consecutive three (3) month period of service.
- Provide incident management and problem management services for events related to the application.

Obligations and Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following implementation assumptions:

Your Obligations

- Provide access to Your content and branding lead who will work with Oracle on providing inputs for configuration.
- Provide final inputs on product configurations within the timeline as mutually agreed upon between You and the Oracle project manager.
- Define targeted customer segments for the project.
- Maintain recurring iterative billing and interval data feeds for all customers.
- Participate in product demonstrations and provide Your agreement for production launch of Your product.
- Participate in customer service representatives training.

Assumptions

- Implementation phase is estimated at fourteen (14) consecutive weeks. To the extent that You select not to utilize the Implementation Support Services provided by Oracle, these Services will not be applicable to Your order.
- The Services shall be performed remotely unless noted otherwise. At Your request, Oracle may agree to conduct onsite visits at Your location.
- You will finalize the marketing module within two rounds of review/feedback.
- You acknowledge that Your timely provision of and access to assistance, cooperation, complete and accurate information and data from Your officers, agents, and employees are essential to the timely performance of these Services. Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Your failure to provide cooperation in accordance with the aforementioned requirements in the previous sentence.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Utilities Opower Non-Advanced Metering Infrastructure High Bill Alerts Cloud Service

Part # B87454, B87672 – per 100 in Customer Count

Users of the Oracle Utilities Opower Non-Advanced Metering Infrastructure High Bill Alerts ("Non-AMI High Bill Alerts") Cloud Service are authorized access to the following modules and the products therein:

- Non-AMI High Bill Alerts
- Inside Opower (Analytics Visualization sold separately)
- Customer Service Interface - Program Management

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of **blocks of** 100 in Customer Count as specified in Your order.
- Oracle provisioning two environments for this Oracle Cloud Service: one Production Environment and one Non-Production Environment. Note: Inside Opower only includes one Production Environment.
- These environments will also be used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Outbound communication being accessible in the Customer Service Interface for no more than three years from the date the outbound communication is published to the Interface.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.
- Any unused Services from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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.

Implementation Support Services

Implementation Support Services are services that relate to the initial set up of Your Oracle Cloud Service. The scope of the Implementation Support Services provided by Oracle is limited and currently includes the following:

Oracle will:

- Configure Non-AMI High Bill Alerts to match the inputs mutually agreed by the parties.
- Perform final quality assurance checks over content and collateral designed, created, and configured in this section after deploying these elements to one (1) test environment.

Implementation Launch Services

Oracle will:

- Provide up to one (1) demonstration of the Oracle Utilities Opower products to Your project team prior to launch.
- Provide up to one (1) training session for customer service representatives.

Live Operate Services

Live Operate Services are services that Oracle provides to assist You with the ongoing operation of supported Oracle Utilities Cloud Services, once live and in production. The scope of the Live Operate Services provided by Oracle is limited and currently includes the following:

Oracle will:

- Assign a Client Success Manager to manage the delivery of the Oracle Cloud Service.
- Once per each consecutive six (6) month period of service and upon Your request, deliver an update presentation with information on subscription metrics and email metrics.
- Provide one (1) of the following two (2) promotional module options to You per 12-month period of service:
    1. Provide up to one (1) standard promotional module during each consecutive two (2) month period of service. A single standard promotional module is one module selected from the Oracle Utilities Opower standard module library targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel.
    2. Provide up to one (1) standard promotional module during each consecutive four (4) month period of service and provide one (1) non-standard promotional module during each consecutive twelve (12) month period of service. A single standard promotional module is one module selected from the Oracle Utilities Opower standard module library targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel. A non-standard promotional module is one module created to Your promotional requirements and includes illustration design, layout design, copywriting, and publication targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel.
- Upon Your request, provide one (1) standard report each consecutive three (3) month period of service and as defined in the applicable Oracle Utilities data extracts documentation.
- Upon Your request, provide up to one (1) custom report during each consecutive three (3) month period of service.
- Provide incident management and problem management services for events related to the application.

Obligations and Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following implementation assumptions:

Your Obligations

- Provide access to Your content and branding lead who will work with Oracle on consumer content, presentation, branding, segmentation, and collateral approvals.
- Provide final inputs on product configurations within the timeline as mutually agreed upon between You and the Oracle project manager.
- Review and finalize the Non-AMI High Bill Alerts template, Tips and the marketing materials created within the timeline as mutually agreed upon between You and the Oracle project manager.
- Verify that Tip and savings estimates comply with applicable consumer protection laws, including the inclusion of any information that may be required to comply with such laws.
- Maintain recurring iterative billing and interval data feeds for all customers.
- Define targeted customer segments for the project.
- Participate in Oracle Utilities Opower product demonstrations and customer service representative training session.

Assumptions

- Implementation phase is estimated at ten (10) consecutive weeks. To the extent that You select not to utilize the Implementation Support Services provided by Oracle, these Services will not be applicable to Your order.
- The Services shall be performed remotely unless noted otherwise. At Your request, Oracle may agree to conduct onsite visits at Your location.
- You will finalize the marketing module within two rounds of review/feedback.
- You acknowledge that Your timely provision of and access to assistance, cooperation, complete and accurate information and data from Your officers, agents, and employees are essential to the timely performance of these Services.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Utilities Opower Peak Management: Behavioral Demand Response Cloud Service

Part #B87442, B87660 – per 100 in Customer Count

Users of the Oracle Utilities Opower Peak Management: Behavioral Demand Response Cloud Service are authorized access to the following modules and the products therein:

- Opower Peak Management: Behavioral Demand Response Event Notifications for up to five (5) events of the same event type during the twelve (12) month Services Period.

    - Events are one of two event types: hot-weather events and cold-weather events.
    - Calling events of different event type requires purchase of Oracle Utilities Opower Peak Management: Add 5 Events per 100 in Customer Count.

- Pre-season awareness communication (includes generation of print communications, but channel fee applies for paper).
- Inside Opower (Analytics Visualization sold separately).
- Customer Service Interface - Program Management.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- Additional events beyond the five (5) included with this SKU over a 12-month period require purchase of Oracle Utilities Opower Peak Management: Add 5 Events per 100 in Customer Count.
- Only one pre-season awareness communication will be sent per contracted season.
- A maximum quantity of blocks of 100 in Customer Count as specified in Your order.
- Oracle provisioning two environments for this Oracle Cloud Service: one Production Environment and one Non-Production Environment. Note: Inside Opower only includes one Production Environment.
- These environments being used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Outbound communication being accessible in the Customer Service Interface for no more than three years from the date the outbound communication is published to the Interface.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.
- Any unused Services from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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.

Implementation Support Services

Implementation Support Services are services that relate to the initial set up of Your Oracle Cloud Service. The scope of the Implementation Support Services provided by Oracle is limited and currently includes the following:

Oracle will:

- Configure the Behavioral Demand Response communications to match the inputs mutually agreed by the parties.
- Configure email and IVR delivery channels for Behavioral Demand Response communications.
- Perform final quality assurance checks over content and collateral designed, created, and configured pursuant to this section after deploying these elements to a test environment.

Implementation Launch Services

Oracle will:

- Provide up to one (1) demonstration of the Oracle Utilities Opower products to Your project team prior to launch.
- Provide up to one (1) training session for customer service representatives.

Live Operate Services

Live Operate Services are services that Oracle provides to assist You with the ongoing operation of supported Oracle Utilities Cloud Services, once live and in production. The scope of the Live Operate Services provided by Oracle is limited and currently includes the following:

Oracle will:

- Assign a Client Success Manager to manage the delivery of the Oracle Cloud Service.
- Once per each consecutive six (6) month period of service and upon Your request, deliver an update presentation with information on subscription metrics and email metrics.
- The Oracle Client Success Manager will deliver program results reports, drive ongoing optimization efforts, and monitor peak event performance.
- After all peak event communications are dispatched, Oracle will have available estimated savings, communication delivery, engagement, and opt-out metrics as indicators of Behavioral Demand Response product effectiveness provided that a minimum of thirty (30) calendar days remain in the Services Period after the date of the final event.
- Provide one (1) of the following two (2) promotional module options to You per 12-month period of service:
    1. Provide up to one (1) standard promotional module during each consecutive two (2) month period of service. A single standard promotional module is one module selected from the Oracle Utilities Opower standard module library targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel.

2. Provide up to one (1) standard promotional module during each consecutive four (4) month period of service and provide one (1) non-standard promotional module during each consecutive twelve (12) month period of service. A single standard promotional module is one module selected from the Oracle Utilities Opower standard module library targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel. A non-standard promotional module is one module created to Your promotional requirements and includes illustration design, layout design, copywriting, and publication targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel.

- Upon Your request, provide one (1) standard report each consecutive three (3) month period of service and as defined in the applicable Oracle Utilities data extracts documentation.
- Upon Your request, provide up to one (1) custom report during each consecutive three (3) month period of service.
- Provide incident management and problem management services for events related to the application.

Obligations and Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following implementation assumptions:

Your Obligations

- Provide access to Your content and branding lead who will work with Oracle on consumer content, presentation, branding, segmentation, and collateral approvals.
- Provide final inputs to configure the product within the timeline as mutually agreed upon between You and the Oracle project manager.
- Ensure that Peak Savings Tips comply with applicable consumer protection law, including inclusion of any information that may be required to comply with such laws.
- Define targeted customer segments for the project.
- Send a weekly peak event forecast every week starting one week prior to the first event and ending at the end of the final event.
- Provide four-month advance notice of the first event to allow sufficient time for launch activities and delivery of the pre-season awareness communication.
- Indicate when final event has been called to enable post-season analysis of Oracle Utilities Opower Peak Management: Behavioral Demand Response Cloud Service effectiveness provided that a minimum of thirty (30) calendar days remain in the Services Period after the date of such final event.
- Participate in product demonstrations and provide Your agreement for production launch of Your product.
- Participate in customer service representatives training.

Assumptions

- Implementation phase is estimated at eighteen (18) consecutive weeks. It is anticipated that design would commence in the timeline as mutually agreed upon between You and the Oracle project manager. To the extent that You select not to utilize the Implementation Support Services provided by Oracle, these Services will not be applicable to Your order.

- The timeline of any separately ordered but related ancillary Oracle professional services shall commence no later than four (4) months prior to expiration of the Services Period of Oracle Utilities Opower Peak Management: Behavioral Demand Response Cloud.
- The Services shall be performed remotely unless noted otherwise. At Your request, Oracle may agree to conduct onsite visits at Your location.
- No new data acquisition is included in the project scope beyond what is already included in the Oracle Utilities Opower Customer/Billing Integration and Platform Cloud Service Setup and Oracle Utilities Opower AMI Integration and Platform Cloud Service Setup.
- Additional scope and implementation timeline are needed if utility does not have email and/or IVR channels set up through Oracle.
- You acknowledge that Your timely provision of and access to assistance, cooperation, complete and accurate information and data from Your officers, agents, and employees are essential to the timely performance of these Services. Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Your failure to provide cooperation in accordance with the aforementioned requirements in the previous sentence.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Utilities Opower Peak Management: Peak Time Rebates Cloud Service

Part #B87443, B87661 – per 100 in Customer Count

Users of the Oracle Utilities Opower Peak Management: Peak Time Rebates Cloud Service are authorized access to the following modules and the products therein:

- Opower Peak Management: Peak Time Rebates Event Notifications for up to five (5) events of the same event type during the twelve (12) month Services Period.
    - Events are one of two event types: hot-weather events and cold-weather events.
    - Calling events of different event type requires purchase of Oracle Utilities Opower Peak Management: Add 5 Events per 100 in Customer Count.

- Inside Opower (Analytics Visualization sold separately).
- Customer Service Interface - Program Management.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- Additional events beyond the five (5) included with this SKU over a 12-month period require purchase of the Oracle Utilities Opower Peak Management: Add 5 Events per 100 in Customer Count.
- A maximum quantity of **blocks of** 100 in Customer Count as specified in Your order.
- Oracle provisioning two environments for this Oracle Cloud Service: one Production Environment and one Non-Production Environment. Note: Inside Opower only includes one Production Environment.
- These environments will also be used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Outbound communication being accessible in the Customer Service Interface for no more than three years from the date the outbound communication is published to the Interface.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.
- Any unused Services from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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.

Implementation Support Services

Implementation Support Services are services that relate to the initial set up of Your Oracle Cloud Service. The scope of the Implementation Support Services provided by Oracle is limited and currently includes the following:

Oracle will:

- Configure the Peak Time Rebates communications to match the inputs mutually agreed by the parties.
- Configure email, SMS, and IVR delivery channels for Peak Time Rebates communications.
- Perform final quality assurance checks over content and collateral designed, created, and configured pursuant to this section after deploying these elements to a test environment.

Implementation Launch Services

Oracle will:

- Provide up to one (1) demonstration of the Oracle Utilities Opower products to Your project team prior to launch.
- Provide up to one (1) training session for customer service representatives.

Live Operate Services

Live Operate Services are services that Oracle provides to assist You with the ongoing operation of supported Oracle Utilities Cloud Services, once live and in production. The scope of the Live Operate Services provided by Oracle is limited and currently includes the following:

Oracle will:

- Assign a Client Success Manager to manage the delivery of the Oracle Cloud Service.
- Once per each consecutive six (6) month period of service and upon Your request, deliver an update presentation with information on subscription metrics and email metrics.
- The Oracle Client Success Manager will deliver program results reports, drive ongoing optimization efforts, and monitor peak event performance.
- After all peak event communications are dispatched, Oracle will have available estimated savings, communication delivery, engagement, and opt-out metrics as indicators of Peak Time Rebates product effectiveness.
- Provide one (1) of the following two (2) promotional module options to You per 12-month period of service:
    1. Provide up to one (1) standard promotional module during each consecutive two (2) month period of service. A single standard promotional module is one module selected from the Oracle Utilities Opower standard module library targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel.
    2. Provide up to one (1) standard promotional module during each consecutive four (4) month period of service and provide one (1) non-standard promotional module during each consecutive twelve (12) month period of service. A single standard promotional module is one module selected from the Oracle Utilities Opower standard module library targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel. A non-standard promotional module is one module created to Your promotional requirements and includes illustration design,

layout design, copywriting, and publication targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel.

- Upon Your request, provide one (1) standard report each consecutive three (3) month period of service and as defined in the applicable Oracle Utilities data extracts documentation.
- Upon Your request, provide up to one (1) custom report during each consecutive three (3) month period of service.
- Provide incident management and problem management services for events related to the application.

Obligations and Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following implementation assumptions:

Your Obligations

- Provide access to Your content and branding lead who will work with Oracle on consumer content, presentation, branding, segmentation, and collateral approvals.
- Provide final inputs to configure the product within the timeline as mutually agreed upon between You and the Oracle project manager.
- Ensure that Peak Savings Tips comply with applicable consumer protection law, including inclusion of any information that may be required to comply with such laws.
- Define targeted customer segments for the project.
- Send a weekly peak event forecast every week starting one week prior to the first event and ending at the end of the final event.
- Provide four-month advance notice of the first event to allow sufficient time for launch activities and delivery of the pre-season awareness communication.
- Indicate when the final event has been called to enable post-season analysis of Oracle Utilities Opower Peak Management: Peak Time Rebates Cloud Service effectiveness provided that a minimum of thirty (30) calendar days remain in the Services Period after the date of such final event.
- Participate in product demonstrations and provide Your agreement for production launch of Your product.
- Participate in customer service representatives training.

Assumptions

- Implementation phase is estimated at eighteen (18) consecutive weeks. It is anticipated that design would commence in the timeline as mutually agreed upon between You and the Oracle project manager. To the extent that You select not to utilize the Implementation Support Services provided by Oracle, these Services will not be applicable to Your order.
- The timeline of any separately ordered but related ancillary Oracle professional services shall commence no later than four (4) months prior to expiration of the Services Period of Oracle Utilities Opower Peak Management – Peak Time Rebates Cloud Service.
- The Services shall be performed remotely unless noted otherwise. At Your request, Oracle may agree to conduct onsite visits at Your location.

- No new data acquisition is included in the project scope beyond what is already included in the Oracle Utilities Opower Customer/Billing Integration and Platform Cloud Service Setup and Oracle Utilities Opower AMI Integration and Platform Cloud Service Setup.
- Additional scope and implementation timeline are needed if utility does not have email, IVR, and/or SMS channels set up through Oracle.
- You acknowledge that Your timely provision of and access to assistance, cooperation, complete and accurate information and data from Your officers, agents, and employees are essential to the timely performance of these Services Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Your failure to provide cooperation in accordance with the aforementioned requirements in the previous sentence.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Utilities Opower Peak Management: Add 5 Events

Part #B87444, B87662 – per 100 in Customer Count

Users of the Oracle Utilities Opower Peak Management: Add 5 Events Cloud Service enables users of Oracle Utilities Opower Peak Management to add either:

- Notifications for five additional events of the same base product (Oracle Utilities Opower Peak Management: Behavioral Demand Response Cloud Service or Oracle Utilities Opower Peak Management: Peak Time Rebates Cloud Service) and **same** event type (hot-weather events or cold-weather events) during each twelve (12) month contracted Services Period.

Or

- Notifications for five additional events of the same base product (Oracle Utilities Opower Peak Management: Behavioral Demand Response Cloud Service or Oracle Utilities Opower Peak Management: Peak Time Rebates Cloud Service) and **different** event type (hot-weather events or cold-weather events) during each twelve (12) month contracted Services Period.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of **blocks of** 100 in Customer Count as specified in Your order.
- Outbound communication being accessible in the Customer Service Interface for no more than three years from the date the outbound communication is published to the Interface.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.
- Any unused Services from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.

Implementation Support Services

Implementation Support Services are services that relate to the initial set up of Your Oracle Cloud Service. The scope of the Implementation Support Services provided by Oracle is limited and currently includes the following:

Oracle will:

- At the beginning of the Service and for subsequent events, configure the Opower Peak Management communications to match the Product Configuration Guide inputs or as mutually agreed by the parties.
- Configure email, SMS, and IVR delivery channels for Opower Peak Management communications.
- Perform final quality assurance checks over content and collateral designed, created, and configured pursuant to this section after deploying these elements to a test environment.

Implementation Launch Services

Oracle will:

- Provide up to one (1) demonstration of the Oracle Utilities Opower products to Your project team prior to launch.
- Provide up to one (1) training session for customer service representatives.

Live Operate Services

Live Operate Services are services that Oracle provides to assist You with the ongoing operation of supported Oracle Utilities Cloud Services, once live and in production. The scope of the Live Operate Services provided by Oracle is limited and currently includes the following:

- The Oracle Client Success Manager will deliver program results reports, drive ongoing optimization efforts, and monitor peak event performance after each peak event.
- After all peak event communications are dispatched, Oracle will have available estimated savings, communication delivery, engagement, and opt-out metrics as indicators of Opower Peak Management product effectiveness provided that a minimum of thirty (30) calendar days remain in the Services Period after the date of the final event.

Obligations and Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following implementation assumptions:

Your Obligations

- Provide access to Your content and branding lead who will work with Oracle on consumer content, presentation, branding, segmentation, and collateral approvals.
- Review the Product Configuration Guides as applicable and provide final inputs within the timeline as mutually agreed upon between You and the Oracle project manager.
- Ensure that Peak Savings Tips comply with applicable consumer protection law, including inclusion of any information that may be required to comply with such laws.
- Define targeted customer segments for the project.
- Send a weekly peak event forecast every week starting one week prior to the first event and ending at the end of the final event.
- Provide four-month advance notice of the peak season period start date to allow sufficient time for launch activities and delivery of the pre-season awareness communication.
- Indicate when the final event has been called to enable post-season analysis of Oracle Utilities Opower Peak Management: Behavioral Demand Response Cloud Service or Oracle Utilities Opower Peak Management: Peak Time Rebates Cloud Service effectiveness provided that a minimum of thirty (30) calendar days remain in the Services Period after the date of such final event.
- Participate in product demonstrations and provide Your agreement for production launch of Your product.
- Participate in customer service representatives training.

Assumptions

- Implementation phase is estimated at fourteen (14) consecutive weeks. It is anticipated that design would commence in the timeline as mutually agreed upon between You and the Oracle project manager. To the extent that You select not to utilize the Implementation Support Services provided by Oracle, these Services will not be applicable to Your order.

- "Product Configuration Guides" are defined as the documents that Oracle will share with You during the project initiation phase to describe the configuration options for the product and document Your input on the configuration options You select to implement.
- The Services shall be performed remotely unless noted otherwise. At Your request, Oracle may agree to conduct onsite visits at Your location during the duration of Your contract.
- No new data acquisition is included in the project scope.
- Additional scope and implementation timeline are needed if utility does not have email, IVR, and/or SMS channels set up through Oracle.
- You acknowledge that Your timely provision of and access to assistance, cooperation, complete and accurate information and data from Your officers, agents, and employees are essential to the timely performance of these Services Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Your failure to provide cooperation in accordance with the aforementioned requirements in the previous sentence.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Utilities Opower Proactive Alerts Cloud Service

Part # B87449, B87667 – per 100 in Customer Count

Users of the Oracle Utilities Opower Proactive Alerts Cloud Service are authorized access to the following modules and the products therein:

- Weekly Energy Updates
- High Bill Alerts (AMI)
- Inside Opower (Analytics Visualization sold separately)
- Customer Service Interface - Program Management
- AMI Platform (If applicable for AMI-enabled communications)

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of **blocks of** 100 in Customer Count as specified in Your order.
- Oracle provisioning two environments for this Oracle Cloud Service: one Production Environment and one Non-Production Environment. Note: Inside Opower only includes one Production Environment.
- These environments will also be used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Outbound communication being accessible in the Customer Service Interface for no more than three years from the date the outbound communication is published to the Interface.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.
- Any unused Services from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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.

Implementation Support Services

Implementation Support Services are services that relate to the initial set up of Your Oracle Cloud Service. The scope of the Implementation Support Services provided by Oracle is limited and currently includes the following:

Oracle will:

- Configure Proactive Alerts to match the inputs mutually agreed by the parties or, if applicable, to match the Product Configuration Guide inputs.
- Configure email, SMS, and IVR delivery channels for High Bill Alerts (AMI).
- Configure Your rates if You choose to enable cost-based messaging in High Bill Alerts (AMI).
- Perform final quality assurance checks over content and collateral designed, created, and configured in this section after deploying these elements to one (1) test environment.

Implementation Launch Services

Oracle will:

- Provide up to one (1) demonstration of the Oracle Utilities Opower products to Your project team prior to launch.
- Provide up to one (1) training session for customer service representatives.

Live Operate Services

Live Operate Services are services that Oracle provides to assist You with the ongoing operation of supported Oracle Utilities Cloud Services, once live and in production. The scope of the Live Operate Services provided by Oracle is limited and currently includes the following:

Oracle will:

- Assign a Client Success Manager to manage the delivery of the Oracle Cloud Service.
- Once per each consecutive six (6) month period of service and upon Your request, deliver an update presentation with information on subscription metrics and email metrics.
- Provide one (1) of the following two (2) promotional module options to You per 12-month period of service:
    1. Provide up to one (1) standard promotional module during each consecutive two (2) month period of service. A single standard promotional module is one module selected from the Oracle Utilities Opower standard module library targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel.
    2. Provide up to one (1) standard promotional module during each consecutive four (4) month period of service and provide one (1) non-standard promotional module during each consecutive twelve (12) month period of service. A single standard promotional module is one module selected from the Oracle Utilities Opower standard module library targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel. A non-standard promotional module is one module created to Your promotional requirements and includes illustration design, layout design, copywriting, and publication targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel.
- Upon Your request, provide one (1) standard report each consecutive three (3) month period of service and as defined in the applicable Oracle Utilities data extracts documentation.
- Upon Your request, provide up to one (1) custom report during each consecutive three (3) month period of service.
- Provide incident management and problem management services for events related to the application.

Obligations and Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following implementation assumptions:

Your Obligations

- Provide access to Your content and branding lead who will work with Oracle on consumer content, presentation, branding, segmentation, and collateral approvals.
- Provide final inputs on product configurations within the timeline as mutually agreed upon between You and the Oracle project manager.
- Review and finalize the Proactive Alerts template, Tips and the marketing materials created within the timeline as mutually agreed upon between You and the Oracle project manager.
- Verify that Tip and savings estimates comply with applicable consumer protection laws, including the inclusion of any information that may be required to comply with such laws.
- Maintain recurring iterative billing and interval data feeds for all customers.
- Define targeted customer segments for the project.
- Participate in Oracle Utilities Opower product demonstrations and customer service representative training session.

Assumptions

- Implementation phase is estimated at ten (10) consecutive weeks. To the extent that You select not to utilize the Implementation Support Services provided by Oracle, these Services will not be applicable to Your order.
- "Product Configuration Guides" are defined as the documents that Oracle will share with You during the project initiation phase to describe the configuration options for the product and document Your input on the configuration options You select to implement.
- The Services shall be performed remotely unless noted otherwise. At Your request, Oracle may agree to conduct onsite visits at Your location.
- Configuration of rates is limited to the total number of eligible rates modeled in Your environment. Rates modeling requires the purchase of separate Services.
- You will finalize the marketing module within two rounds of review/feedback.
- You acknowledge that Your timely provision of and access to assistance, cooperation, complete and accurate information and data from Your officers, agents, and employees are essential to the timely performance of these Services. Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Your failure to provide cooperation in accordance with the aforementioned requirements in the previous sentence.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Utilities Opower Rate Engine Plus Cloud Service

Part # B87486 – per 100 in Customer Count

Users of the Oracle Utilities Opower Rate Engine Plus Cloud Service are authorized access to the following modules and the products therein:

- Rate Engine Plus as defined in the Program Documentation

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of **blocks of** 100 in Customer Count as specified in Your order.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Opower Rates Engagement Cloud Service

Part # B87451 – per 100 in Customer Count

Users of the Oracle Utilities Opower Rates Engagement Cloud Service are authorized access to the following modules and the products therein:

- Rate engine
- Rates engagement web features
- Email rate education reports
- Print rate education reports (channel fee applies for printed reports)
- Report generation for print communications

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of **blocks of** 100 in Customer Count as specified in Your order.
- Oracle provisioning two environments for this Oracle Cloud Service: one Production Environment and one Non-Production Environment. These environments will also be used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.

Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Target Service Availability Level for the Production Environment after implementation and launch:

Cloud Service	Target Service Availability Level
Oracle Utilities Opower Rates Engagement Cloud Service	99.7%

The Target Service Availability Level does not apply to the Non-Production Environment(s), or to administration or reporting tools or in the event of a declared disaster.

Third Party Content

Third Party Content made available by, through or as part of the Oracle Utilities Opower Rates Engagement Cloud Service 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 this Oracle Cloud Service ("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.

Implementation Support Services

Implementation Support Services are services that relate to the initial set up of Your Oracle Cloud Service. The scope of the Implementation Support Services provided by Oracle is limited and currently includes the following:

Implementation Support Services for Rates Engagement Web Features

Oracle will:

- Configure the Web Portal based on the inputs provided in the Product Configuration Guide for Rates Engagement enhancements.
- Review and finalize the Web Portal configuration with You.
- Perform final quality assurance checks over content and collateral designed, created, and configured in this section after deploying these elements to a single test environment.

Implementation Launch Services

Oracle will:

- Provide up to one (1) demonstration of the Oracle Utilities Opower products to Your project team prior to launch.
- Provide up to one (1) training session for customer service representatives.

Obligations and Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following implementation assumptions:

Your Obligations

- Provide final inputs on product configurations within the timeline as mutually agreed upon between You and the Oracle project manager.
- Maintain recurring iterative billing, iterative rates, and interval data feeds for all customers.
- Notify Oracle in a timely manner if a rate structure has changed and requires additional rate modeling
- Participate in product demonstrations and provide Your agreement for production launch of Your product.
- Participate in customer service representatives training.

Assumptions

- Implementation phase is estimated at eight (8) consecutive weeks. To the extent that You select not to utilize the Implementation Support Services provided by Oracle, these Services will not be applicable to Your order.
- "Product Configuration Guides" are defined as the documents that Oracle will share with You during the project initiation phase to describe the configuration options for the product and document Your input on the configuration options You select to implement

- The Services shall be performed remotely unless noted otherwise. At Your request, Oracle may agree to conduct onsite visits at Your location.
- The Implementation Support Services for the rate engine, which includes rates data integration and rates modeling, are offered as additional professional services fee not included with this Cloud Service.
- Configuration of rates is limited to the total number of eligible rates modeled in Your environment. Rates modeling requires the purchase of separate Services.
- The Implementation Support Services for Email and Print Rate Education Reports are offered as additional professional services fee not included with this Cloud Service.
- You acknowledge that Your timely provision of and access to assistance, cooperation, complete and accurate information and data from Your officers, agents, and employees are essential to the timely performance of these Services. Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Your failure to provide cooperation in accordance with the aforementioned requirements in the previous sentence.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Utilities Analytics Insights Cloud Service, Base Platform

Part # B90786 - Each

Users of the Oracle Utilities Analytics Insights Cloud Service, Base Platform are authorized to access the following:

- Oracle Utilities Analytics Insights Cloud Service

Usage Limits

The Oracle Utilities Analytics Insights Cloud Service, Base Platform is subject to usage limits based on:

- A maximum number of units of Oracle Utilities Analytics Insights Cloud Service, Base Platform as specified 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 Analytics Insights Cloud Services portfolio of Services.

The following storage limits apply for the Oracle Utilities Analytics Insights Cloud Service, Base Platform per the applicable Environment:

Environment Type	Database Storage	File Storage Limit
Production	1 TB	0.5 TB
Staging	0.8 TB	0.25 TB

Data files that are older than three years are subject to automatic deletion by this Oracle Utilities Analytics Insights Cloud Service as database storage approaches Your allocated storage amount unless otherwise stated in Your contract. To maintain access to such data You must specify another retention period in Your contract and purchase an appropriate number of units of Oracle Utilities Analytics Insights Cloud Service, Base Platform. 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 Analytics Insights Cloud Services; Oracle will not automatically allocate additional storage.

Additional data storage for Production and Non-production Environments may be purchased with additional units of Oracle Utilities Analytics Insights Cloud Service, Base Platform subject to additional fees. Your purchase of additional units of this Oracle Cloud Service applies for the duration of the Service Period of the Oracle Utilities Analytics Insights Cloud Service under Your order.

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability.

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability
12 hours	1 hour	99.7%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle Utilities 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 Analytics Insights Cloud Service ("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 Industries Cloud Services Pillar Document and Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services, and any changes called out in this services description.

Oracle Utilities Analytics Insights Cloud Service, Distribution Transformer Failure Prediction

Part # B90792 – per 100 Utilities Devices

Users of the Oracle Utilities Analytics Insights Cloud Service, Distribution Transformer Failure Prediction are authorized to access the Distribution Transformer Failure Prediction module within Oracle Utilities Analytics Insights. This module provides predictive analytics for transformer load management and failure modes.

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of **blocks of** 100 Utilities Devices as specified in 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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Analytics Insights Cloud Service, Capacitor Bank Failure Detection

Part # B91317 – per 100 Utilities Devices

Users of the Oracle Utilities Analytics Insights Cloud Service, Capacitor Bank Failure Detection are authorized to access the Capacitor Bank Failure Detection module within Oracle Utilities Analytics Insights. This module identifies which capacitor switches are malfunctioning in an electric system capacitor bank.

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of blocks of 100 Utilities Devices as specified in 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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Analytics Insights Cloud Service, Electric Service to Transformer Connectivity Mapping

Part # B90793 - per 100 Utilities Devices

Users of the Oracle Utilities Analytics Insights Cloud Service, Electric Service to Transformer Connectivity Mapping are authorized to access the Electric Service to Transformer Connectivity Mapping module within Oracle Utilities Analytics Insights. This module provides meter to transformer connectivity analytics.

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of **blocks of** 100 Utilities Devices as specified in 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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Analytics Insights Cloud Service, Electric Vehicle Disaggregation for Grid Planning

Part # B91315 – per 100 Utilities Devices

Users of the Oracle Utilities Analytics Insights Cloud Service, Electric Vehicle Disaggregation for Grid Planning are authorized to access the Electric Vehicle Disaggregation for Grid Planning module within Oracle Utilities Analytics Insights. This module predicts electric vehicle consumption and non-electric vehicle consumption by distribution grid asset including distribution transformers, feeders and by distribution substations where data is available.

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of **blocks of** 100 Utilities Devices as specified in 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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Analytics Insights Cloud Service, Exception Prioritization

Part # B90787 – per 100 Utilities Devices

Users of the Oracle Utilities Analytics Insights Cloud Service, Exception Prioritization are authorized to access the Exception Prioritization module within Oracle Utilities Analytics Insights. This module identifies customer meters with upcoming bills that are trending abnormally higher or lower than their historical consumption.

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of **blocks of** 100 Utilities Devices as specified in 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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Analytics Insights Cloud Service, Meter Failure Detection

Part # B90788 – per 100 Utilities Devices

Users of the Oracle Utilities Analytics Insights Meter Failure Cloud Service are authorized to access the Meter Failure Detection module within Oracle Utilities Analytics Insights. This module identifies likely cases of meter failure such as stopped meters or abnormally slow consumption.

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of **blocks of 100 Utilities Devices** as specified in 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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Analytics Insights Cloud Service, Meter Deployment Tracking

Part # B90789 – per 100 Utilities Devices

Users of the Oracle Utilities Analytics Insights Meter Deployment Tracking Cloud Service are authorized to access the Meter Deployment Tracking module within Oracle Utilities Analytics Insights. This module provides Advanced Metering Infrastructure (AMI) deployment analytics such as meter data quality and meter health.

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of blocks of 100 Utilities Devices as specified in 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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Analytics Insights Cloud Service, Meter to Feeder Phase Discrepancy Detection

Part # B91316 – per 100 Utilities Devices

Users of the Oracle Utilities Analytics Insights Cloud Service, Meter to Feeder Phase Discrepancy Detection are authorized to access the Meter to Feeder Phase Discrepancy Detection module within Oracle Utilities Analytics Insights. This module predicts which electric phase a meter is on and identifies cases where the planned network model does not reflect the current phase an electric meter is on.

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of blocks of 100 Utilities Devices as specified in 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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Analytics Insights Cloud Service, Theft and Loss Detection at Grid Level

Part # B90791 – per 100 Utilities Devices

Users of the Oracle Utilities Analytics Insights Cloud Service, Theft and Loss Detection at Grid Level are authorized to access the Theft and Loss Detection at Grid Level module within Oracle Utilities Analytics Insights. This module provides theft and loss analytics on likely cases of non-technical losses in the distribution system.

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of **blocks of** 100 Utilities Devices as specified in 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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Analytics Insights Cloud Service, Theft and Loss Detection at Meter Level

Part # B90790 – per 100 Utilities Devices

Users of the Oracle Utilities Analytics Insights Cloud Service, Theft and Loss Detection at Meter Level are authorized to access the Theft and Loss Detection at Meter Level module within Oracle Utilities Analytics Insights. This module provides theft and loss analytics on likely cases of theft and tampering that occur between customer premises and distribution transformers.

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of **blocks of** 100 Utilities Devices as specified in 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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

ORACLE UTILITIES RETIRED SKUS

Oracle DataRaker Base Platform Cloud Service

Retired Part # B72674

Users of the Oracle DataRaker Base Platform Cloud Service are authorized to access the following:

- Oracle DataRaker Base Platform Cloud Service

Usage Limits: The Oracle DataRaker Base Platform Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per Customer) as specified in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use.
- This environment may also be used to host other services purchased by You from the Oracle DataRaker Cloud Service portfolio of Services.
- Up to three years of the most recent transactional data will be retained in the service environment, subject to system-based automatic deletion; for the purpose of these Service Descriptions, "transactional data" means day to day activity data such as temperature or meter reads recorded against a utility customer's account.
- Up to five years of the most recent original source files will be retained in the service environment, subject to system-based automatic deletion.

Customer Obligations:

You are responsible for the ongoing transfer of data to the Oracle DataRaker Base Platform Cloud Service. Files must be delivered in a timely manner, in the agreed upon format, and readable (not corrupt and virus-free) for the timely delivery of the Service.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Base Platform Cloud Service 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 DataRaker Base Platform Cloud Service ("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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services, and any variations identified in this services description.

The following apply to the Oracle DataRaker Base Platform Cloud Service:

Section 3.3.1 Recovery Time Objective (RTO)

Recovery Time Objective (RTO)

90 days

Section 3.3.2 Recovery Point Objective (RPO)

Recovery Point Objective (RPO)
30 days

Section 4.2 Target Service Availability Level

The Measurement Period will be defined as 0400 ET to 0000 ET, 7 days a week.

Target Service Availability
98.5%

Oracle DataRaker Cloud Service Additional Data Storage

Retired Part #: B86388

Oracle DataRaker Additional Data Storage enables You to purchase 500 Gigabytes of database storage for Your Production or Staging Environment beyond what is provided with the Oracle DataRaker Cloud Service.

You may make multiple purchases of Oracle DataRaker Additional Data Storage. 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 DataRaker Additional Data Storage applies for the duration of the Service Period of the Oracle DataRaker 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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services, and any variations identified in this services description.

Oracle DataRaker Customer Service for Daily Meters Cloud Service

Retired Part # B72816

Users of the Oracle DataRaker Customer Service for Daily Meters Cloud Service module are authorized to access the following:

Business Area	Application Name
Billing	High Bill Prioritization
	Low Bill Prioritization
	Stopped Meter
	Slow Consumption
	Diagnostic Prioritization
Meter Operations	Defective Meter ID
	Defective Socket ID
	New Meter Health
	Contract Validation
	Data Quality Assurance
	Geospatial Outlier Monitoring
	Net Meter
	Geospatial Reporting
	Meter Inventory Tracking
Safety	Gas Leaks
	Water Leaks
Revenue Protection	Identifying Bypass
	Diversion
	Identifying meter swaps
	Identifying meter tampering
	Post-deployment theft

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Customer Service for Daily Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Pooled Utilities Devices) as specified in Your order.

- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use.
- This environment may also be used to host other services purchased by You from the Oracle DataRaker Cloud Service portfolio of Services.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Customer Service for Daily Meters Cloud Service 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 DataRaker Customer Service for Daily Meters Cloud Service ("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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services, and any variations identified in this services description.

The following apply to the Oracle DataRaker Customer Service for Daily Meters Cloud Service:

Section 3.3.1 Recovery Time Objective (RTO)

Recovery Time Objective (RTO)
90 days

Section 3.3.2 Recovery Point Objective (RPO)

Recovery Point Objective (RPO)
30 days

Section 4.2 Target Service Availability Level

The Measurement Period will be defined as 0400 ET to 0000 ET, 7 days a week.

Target Service Availability
98.5%

Oracle DataRaker Customer Service for Interval Meters Cloud Service

Retired Part # B72812

Users of the Oracle DataRaker Customer Service for Interval Meters Cloud Service module are authorized to access the following:

Business Area	Application Name
Billing	High Bill Prioritization
	Low Bill Prioritization
	Stopped Meter
	Slow Consumption
	Diagnostic Prioritization
Meter Operations	Defective Meter ID
	Defective Socket ID
	New Meter Health
	Contract Validation
	Data Quality Assurance
	Geospatial Outlier Monitoring
	Net Meter
	Geospatial Reporting
	Meter Inventory Tracking
Safety	Gas Leaks
	Water Leaks
AMI Deployment	AMI New Meter Health
	Deployment Tracking
	Network Tracking
	Customer Refusal Tracking
	Deployment Data Quality
	Geospatial Reporting
Revenue Protection	Identifying Bypass
	Diversion
	Identifying meter swaps
	Identifying meter tampering
	Post-deployment theft

Applications require set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Customer Service for Interval Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (per 100 Pooled Utilities Devices) as specified in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use.
- This environment may also be used to host other Services purchased by You from the Oracle DataRaker Cloud Services portfolio of Services.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Customer Service for Interval Meters Cloud Service 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 DataRaker Customer Service for Interval Meters Cloud Service ("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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services, and any changes called out in this services description.

The following apply to the Oracle DataRaker Customer Service for Interval Meters Cloud Service:
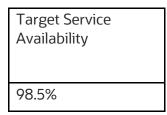
Section 3.3.1 Recovery Time Objective (RTO)

Recovery Time Objective (RTO)
90 days

Section 3.3.2 Recovery Point Objective (RPO)

Recovery Point Objective (RPO)
30 days

Section 4.2 Target Service Availability Level

The Measurement Period will be defined as 0400 ET to 0000 ET, 7 days a week.

Target Service Availability
98.5%

Oracle DataRaker Data Viewer for Daily Meters Cloud Service

Retired Part # B72815

Users of the Oracle DataRaker Data Viewer for Daily Meters Cloud Service are authorized to access the following:

Business Area	Application Name
Billing	Consumption reporting
	Settlements Reporting
Call Center	High Bill Customer Benchmarking
	High Bill Account Reporting

Application requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Data Viewer for Daily Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Pooled Utilities Devices) as specified in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use.
- This environment may also be used to host other services purchased by You from the Oracle DataRaker Cloud Service portfolio of Services.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Data Viewer for Daily Meters Cloud Service 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 DataRaker Data Viewer for Daily Meters Cloud Service ("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.
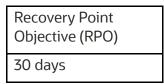
Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services, and any variations identified in this services description.

The following apply to the Oracle DataRaker Data Viewer for Daily Meters Cloud Service:

Section 3.3.1 Recovery Time Objective (RTO)

Recovery Time Objective (RTO)
90 days

Section 3.3.2 Recovery Point Objective (RPO)

Recovery Point Objective (RPO)
30 days

Section 4.2 Target Service Availability Level

The Measurement Period will be defined as 0400 ET to 0000 ET, 7 days a week.

Target Service Availability
98.5%

Oracle DataRaker Data Viewer for Interval Meters Cloud Service

Retired Part # B72675

Users of the Oracle DataRaker Data Viewer for Interval Meters Cloud Service are authorized to access the following:

Business Area	Application Name
Billing	Consumption reporting
	Settlements Reporting
Call Center	High Bill Customer Benchmarking
	High Bill Account Reporting

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Data Viewer for Interval Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Pooled Utilities Devices) as specified in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use.
- This environment may also be used to host other services purchased by You from the Oracle DataRaker Cloud Service portfolio of Services.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Data Viewer for Interval Meters Cloud Service, 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 DataRaker Data Viewer for Interval Meters Cloud Service ("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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services, and any variations identified in this services description.

The following apply to the Oracle DataRaker Data Viewer for Interval Meters Cloud Service:

Section 3.3.1 Recovery Time Objective (RTO)

Recovery Time Objective (RTO)

90 days

Section 3.3.2 Recovery Point Objective (RPO)

Recovery Point Objective (RPO)
30 days

Section 4.2 Target Service Availability Level

The Measurement Period will be defined as 0400 ET to 0000 ET, 7 days a week.

Target Service Availability
98.5%

Oracle DataRaker Demand Response and Energy Efficiency Cloud Service

Retired Part # B86814

Users of the Oracle DataRaker Demand Response and Energy Efficiency Cloud Service are authorized to access the following:

Business Area	Application Name
Demand Response and Energy Efficiency	Program Customer Targeting Load Disaggregation Customer Usage Reporting Program Efficiency

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Demand Response and Energy Efficiency Cloud Service is subject to usage limits based on:

- A maximum number of Utilities Adjusted Device Data Channels per Month as specified 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 DataRaker Cloud Services portfolio of Services.
- Additional data storage for Production and Non-production Environments may be purchased subject to additional fees.

The following storage limits apply for the Oracle Demand Response and Energy Efficiency Cloud Service per the applicable Environment:

Size Data	Utilities Adjusted Device Data Channels	Environment Type	Database Storage	File Storage Limit
XS	300,001 to 500,000	Production	2.5 TB	0.5 TB
XS	300,001 to 500,000	Staging	1.25 TB	0.25 TB
S	500,001 to 1,000,000	Production	5.0 TB	1 TB
S	500,001 to 1,000,000	Staging	2.5TB	0.25 TB
M	1,000,001 to 2,000,000	Production	10.00 TB	2.0 TB
M	1,000,001 to 2,000,000	Staging	5.00 TB	0.25 TB
L	2,000,001 to 4,000,000	Production	20.00 TB	4.0 TB
L	2,000,001 to 4,000,000	Staging	10.00 TB	0.25 TB
XL		Production	40.00 TB	8.0 TB

	4,000,001 to 8,000,000	Staging	20.00TB	0.25 TB

Data files that are older than three years are subject to automatic deletion by this Oracle DataRaker Cloud Service. 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 DataRaker Cloud Services; Oracle will not automatically allocate additional storage.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability.

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability
Oracle DataRaker Demand Response and Energy Efficiency Cloud Service	90 days	30 days	98.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime. The RTO and RPO do not apply to customizations or third party software.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Demand Response and Energy Efficiency Cloud Service 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 DataRaker Demand Response and Energy Efficiency Cloud Service ("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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services, and any changes called out in this services description.

Oracle DataRaker Demand Response and Energy Efficiency for Daily Meters Cloud Service – Per 100 Pooled Utilities Devices

Retired Part # B72818

Users of the Oracle DataRaker Demand Response and Energy Efficiency for Daily Meters Cloud Service module are authorized to access the following:

Business Area	Application Name
Demand Response and Energy Efficiency	Program Customer Targeting
	Load Disaggregation
	Customer Usage Reporting
	Program Efficiency

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Demand Response and Energy Efficiency for Daily Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Pooled Utilities Devices) as specified in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use.
- This environment may also be used to host other services purchased by You from the DataRaker Cloud Service portfolio of Services.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Demand Response and Energy Efficiency for Daily Meters Cloud Service 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 DataRaker Demand Response and Energy Efficiency for Daily Meters Cloud Service ("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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services, and any variations identified in this services description.

The following apply to the Oracle DataRaker Demand Response and Energy Efficiency for Daily Meters Cloud Service:

Section 3.3.1 Recovery Time Objective (RTO)

Recovery Time Objective (RTO)
90 days

Section 3.3.2 Recovery Point Objective (RPO)

Recovery Point Objective (RPO)
30 days

Section 4.2 Target Service Availability Level

The Measurement Period will be defined as 0400 ET to 0000 ET, 7 days a week.

Target Service Availability
98.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

Oracle DataRaker Demand Response and Energy Efficiency for Daily Meters Cloud Service – Per 100 Utilities Devices

Retired Part # B82305

Users of the Oracle DataRaker Demand Response and Energy Efficiency for Daily Meters Cloud Service module are authorized to access the following:

Business Area	Application Name
Demand Response and Energy Efficiency	Program Customer Targeting
	Load Disaggregation
	Customer Usage Reporting
	Program Efficiency

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Demand Response and Energy Efficiency for Daily Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Utilities Devices) as specified in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use. Oracle will also have a staging environment which is for the sole and exclusive access of Oracle data scientist for the development and enhancement of algorithms.
- This environment may also be used to host other services purchased by You from the DataRaker Cloud Service portfolio of Services.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability. The standard maintenance period for this Oracle Cloud Service is s will be conducted between 0000 a.m. ET to 0400 a.m. ET, 7 days a week.

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability
Oracle DataRaker Demand Response and Energy Efficiency for Daily Meters Cloud Service	90 days	30 days	98.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime. The RTO and RPO do not apply to customizations or third party software.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Demand Response and Energy Efficiency for Daily Meters Cloud Service 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 DataRaker Demand Response and Energy Efficiency for Daily Meters Cloud Service ("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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services, and any variations identified in this services description.

Oracle DataRaker Demand Response and Energy Efficiency for Interval Meters Cloud Service

Retired Part # B72814

Users of the Oracle DataRaker Demand Response and Energy Efficiency for Interval Meters Cloud Service module are authorized to access the following:

Business Area	Application Name
Demand Response and Energy Efficiency	Program Customer Targeting Load Disaggregation Customer Usage Reporting Program Efficiency

Applications require set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Demand Response and Energy Efficiency for Interval Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Pooled Utilities Devices) as specified in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use.
- This environment may also be used to host other services purchased by You from the Oracle DataRaker Cloud Service portfolio of Services.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Demand Response and Energy Efficiency for Interval Meters Cloud Service 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 DataRaker Demand Response and Energy Efficiency for Interval Meters Cloud Service ("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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services, and any variations identified in this services description.

The following apply to the Oracle DataRaker Demand Response and Energy Efficiency for Interval Meters Cloud Service:

Section 3.3.1 Recovery Time Objective (RTO)

Recovery Time Objective (RTO)
90 days

Section 3.3.2 Recovery Point Objective (RPO)

Recovery Point Objective (RPO)
30 days

Section 4.2 Target Service Availability Level

The Measurement Period will be defined as 0400 ET to 0000 ET, 7 days a week.

Target Service Availability
98.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

Oracle DataRaker Demand Response and Energy Efficiency for Sub-daily Meters Cloud Service

Retired Part # B82304

Users of the Oracle DataRaker Demand Response and Energy Efficiency for Sub-daily Meters Cloud Service module are authorized to access the following:

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Demand Response and Energy Efficiency for Sub-daily Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Utilities Devices) as specified in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use. Oracle will also have a staging environment which is for the sole and exclusive access of Oracle data scientist for the development and enhancement of algorithms.
- This environment may also be used to host other services purchased by You from the Oracle DataRaker Cloud Service portfolio of Services.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability. The standard maintenance period for this Oracle Cloud Service is s will be conducted between 0000 a.m. ET to 0400 a.m. ET The standard maintenance period for this Oracle Cloud Service is 0000 a.m. ET to 0400 a.m. ET, 7 days a week.

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability
Oracle DataRaker Demand Response and Energy Efficiency for Sub-daily Meters Cloud Service	90 days	30 days	98.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime. The RTO and RPO do not apply to customizations or third party software.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Demand Response and Energy Efficiency for Sub-daily Meters Cloud Service 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 DataRaker Demand Response and Energy Efficiency for Sub-daily

Meters Cloud Service ("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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services, and any variations identified in this services description.

Oracle DataRaker Distribution Planning and Operations Cloud Service

Retired Part # B86813

Users of the Oracle DataRaker Distribution Planning and Operations Cloud Service are authorized to access the following:

Business Area	Application Name
Distribution Planning and Operations	Overload Prevention
	Outage Management
	Transformer Load Management
	Conservation Voltage Reduction
	Non-technical Losses Localization
	Connectivity Verification

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Distribution Planning and Operations Cloud Service is subject to usage limits based on:

- A maximum number of Utilities Adjusted Device Data Channels per Month as specified 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 DataRaker Cloud Services portfolio of Services.
- Additional data storage for Production and Non-production Environments may be purchased subject to additional fees.

The following storage limits apply for the Oracle Distribution Planning and Operations Cloud Service per the applicable Environment:

Size Data	Utilities Adjusted Device Data Channels	Environment Type	Database Storage	File Storage Limit
XS	300,001 to 500,000	Production	2.5 TB	0.5 TB
		Staging	1.25 TB	0.25 TB
S	500,001 to 1,000,000	Production	5.0 TB	1 TB
		Staging	2.5TB	0.25 TB
M		Production	10.00 TB	2.0 TB

	1,000,001 to 2,000,000	Staging	5.00 TB	0.25 TB
L	2,000,001 to 4,000,000	Production	20.00 TB	4.0 TB
		Staging	10.00 TB	0.25 TB
XL	4,000,001 to 8,000,000	Production	40.00 TB	8.0 TB
		Staging	20.00TB	0.25 TB

Data files that are older than three years are subject to automatic deletion by this Oracle DataRaker Cloud Service. To maintain access to such data, or to store additional data exceeding the sizing defined in you 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 DataRaker Cloud Services; Oracle will not automatically allocate additional storage.

 Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability.

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability
Oracle DataRaker Distribution Planning and Operations Cloud Service	90 days	30 days	98.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime. The RTO and RPO do not apply to customizations or third party software.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Distribution Planning and Operations Cloud Service 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 DataRaker Distribution Planning and Operations Cloud Service ("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 DocumentationYour order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services, and any changes called out in this services description.

Oracle DataRaker Distribution Planning and Operations for Daily Meters Cloud Service – Per 100 Pooled Utilities Devices

Retired Part # B72817

Users of the Oracle DataRaker Distribution Planning and Operations for Daily Meters Cloud Service are authorized to access the following:

Business Area	Application Name
Distribution Planning and Operations	Overload Prevention
	Outage Management
	Transformer Load Management

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Distribution Planning and Operations for Daily Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Pooled Utilities Devices) as specified in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use.
- This environment may also be used to host other services purchased by You from the Oracle DataRaker Cloud Service portfolio of Services.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Distribution Planning and Operations for Daily Meters Cloud Service 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 DataRaker Distribution Planning and Operations for Daily Meters Cloud Service ("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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services, and any variations identified in this services description.

The following apply to the Oracle DataRaker Distribution Planning and Operations for Daily Meters Cloud Service:

Section 3.3.1 Recovery Time Objective (RTO)

Recovery Time Objective (RTO)
90 days

Section 3.3.2 Recovery Point Objective (RPO)

Recovery Point Objective (RPO)
30 days

Section 4.2 Target Service Availability Level

The Measurement Period will be defined as 0400 ET to 0000 ET, 7 days a week.

Target Service Availability
98.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

Oracle DataRaker Distribution Planning and Operations for Daily Meters Cloud Service – Per 100 Utilities Devices

Retired Part # B82303

Users of the Oracle DataRaker Distribution Planning and Operations for Daily Meters Cloud Service are authorized to access the following:

Business Area	Application Name
Distribution Planning and Operations	Overload Prevention
	Outage Management
	Transformer Load Management

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Distribution Planning and Operations for Daily Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Utilities Devices) as specified in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use. Oracle will also have a staging environment which is for the sole and exclusive access of Oracle data scientist for the development and enhancement of algorithms.
- This environment may also be used to host other services purchased by You from the Oracle DataRaker Cloud Service portfolio of Services.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability. The standard maintenance period for this Oracle Cloud Service is between 0000 a.m. ET to 0400 a.m. ET, 7 days a week.

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability
Oracle DataRaker Distribution Planning and Operations for Daily Meters Cloud Service	90 days	30 days	98.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime. The RTO and RPO do not apply to customizations or third party software.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Distribution Planning and Operations for Daily Meters Cloud Service 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 DataRaker Distribution Planning and Operations for Daily Meters Cloud Service ("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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services, and any variations identified in this services description.

Oracle DataRaker Distribution Planning and Operations for Interval Meters Cloud Service

Retired Part # B72813

Users of the Oracle DataRaker Distribution Planning and Operations for Interval Meters Cloud Service module are authorized to access the following:

Business Area	Application Name
Distribution Planning and Operations	Overload Prevention
	Outage Management
	Transformer Load Management
	Conservation Voltage Reduction
	Non-technical Losses Localization

Applications require set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Distribution Planning and Operations for Interval Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Pooled Utilities Devices) as specified in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use.
- This environment may also be used to host other services purchased by You from the Oracle DataRaker Cloud Service portfolio of Services.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Distribution Planning and Operations for Interval Meters Cloud Service 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 DataRaker Distribution Planning and Operations for Interval Meters Cloud Service ("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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services, and any variations identified in this services description.

The following apply to the Oracle DataRaker Distribution Planning and Operations for Interval Meters Cloud Service:

Section 3.3.1 Recovery Time Objective (RTO)

Recovery Time Objective (RTO)
90 days

Section 3.3.2 Recovery Point Objective (RPO)

Recovery Point Objective (RPO)
30 days

Section 4.2 Target Service Availability Level

The Measurement Period will be defined as 0400 ET to 0000 ET, 7 days a week.

Target Service Availability
98.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

Oracle DataRaker Distribution Planning and Operations for Sub-daily Meters Cloud Service

Retired Part # B82302

Users of the Oracle DataRaker Distribution Planning and Operations for Sub-daily Meters Cloud Service module are authorized to access the following:

Business Area	Application Name
Distribution Planning and Operations	Overload Prevention
	Outage Management
	Transformer Load Management
	Conservation Voltage Reduction
	Non-technical Losses Localization
	Connectivity Verification

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Distribution Planning and Operations for Sub-daily Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Utilities Devices) as specified in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use. Oracle will also have a staging environment which is for the sole and exclusive access of Oracle data scientist for the development and enhancement of algorithms.
- This environment may also be used to host other services purchased by You from the Oracle DataRaker Cloud Service portfolio of Services.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability. The standard maintenance period for this Oracle Cloud Service is s will be conducted between 0000 a.m. ET to 0400 a.m. ET The standard maintenance period for this Oracle Cloud Service is 0000 a.m. ET to 0400 a.m. ET, 7 days a week.

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability

Oracle DataRaker Distribution Planning and Operations for Sub-daily Meters Cloud Service	90 days	30 days	98.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime. The RTO and RPO do not apply to customizations or third party software.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Distribution Planning and Operations for Sub-daily Meters Cloud Service 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 DataRaker Distribution Planning and Operations for Sub-daily Meters Cloud Service ("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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services, and any variations identified in this services description.

Oracle DataRaker Meter to Bill Cloud Service

Retired Part # B86811

Users of the Oracle DataRaker Meter to Bill Cloud Service are authorized to access the following:

Business Area	Application Name
Billing	High Bill Prioritization
	Low Bill Prioritization
	Stopped Meter
	Slow Consumption
	Diagnostic Prioritization
Meter Operations	Defective Meter ID
	Defective Socket ID
	New Meter Health
	Contract Validation
	Data Quality Assurance
	Geospatial Outlier Monitoring
	Net Meter
	Geospatial Reporting
	Meter Inventory Tracking
Safety	Gas Leaks
	Water Leaks
AMI Deployment	AMI New Meter Health
	Deployment Tracking
	Network Tracking
	Customer Refusal Tracking
	Deployment Data Quality
	AMI Geospatial Reporting

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Meter to Bill Cloud Service is subject to usage limits based on:

- A maximum number of Utilities Adjusted Device Data Channels per Month as specified 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 DataRaker Cloud Services portfolio of Services.
- Additional data storage for Production and Non-production Environments may be purchased subject to additional fees.

The following storage limits apply for the Oracle DataRaker Meter to Bill Cloud Service   per the applicable Environment:

Size Data	Utilities Adjusted Device Data Channels	Environment Type	Database Storage	File Storage Limit
XS	300,001 to 500,000	Production	2.5 TB	0.5 TB
		Staging	1.25 TB	0.25 TB
S	500,001 to 1,000,000	Production	5.0 TB	1 TB
		Staging	2.5TB	0.25 TB
M	1,000,001 to 2,000,000	Production	10.00 TB	2.0 TB
		Staging	5.00 TB	0.25 TB
L	2,000,001 to 4,000,000	Production	20.00 TB	4.0 TB
		Staging	10.00 TB	0.25 TB
XL	4,000,001 to 8,000,000	Production	40.00 TB	8.0 TB
		Staging	20.00TB	0.25 TB

Data files that are older than three years are subject to automatic deletion by this Oracle DataRaker Cloud Service. 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 DataRaker Cloud Services; Oracle will not automatically allocate additional storage.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability.

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability

Oracle DataRaker Meter to Bill Cloud Service	90 days	30 days	98.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime. The RTO and RPO do not apply to customizations or third party software.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Meter to Bill Cloud Service 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 DataRaker Meter to Bill Cloud Service ("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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services, and any variations identified in this services description.

Oracle DataRaker Meter to Bill for Daily Meters Cloud Service

Retired Part # B82300

Users of the Oracle DataRaker Meter to Bill for Daily Meters Cloud Service module are authorized to access the following:

Business Area	Application Name
Billing	High Bill Prioritization
	Low Bill Prioritization
	Stopped Meter
	Slow Consumption
	Diagnostic Prioritization
Meter Operations	Defective Meter ID
	Defective Socket ID
	New Meter Health
	Contract Validation
	Data Quality Assurance
	Geospatial Outlier Monitoring
	Net Meter
	Geospatial Reporting
	Meter Inventory Tracking
Safety	Gas Leaks
	Water Leaks

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Meter to Bill for Daily Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Utilities Devices) as specified in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use. Oracle will also have a staging environment which is for the sole and exclusive access of Oracle data scientist for the development and enhancement of algorithms.
- This environment may also be used to host other services purchased by You from the Oracle DataRaker Cloud Service portfolio of Services.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability. The

standard maintenance period for this Oracle Cloud Service will be conducted between 0000 a.m. ET to 0400 a.m. ET. The standard maintenance period for this Oracle Cloud Service is 0000 a.m. ET to 0400 a.m. ET, 7 days a week.

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability
Oracle DataRaker Meter to Bill for Daily Meters Cloud Service	90 days	30 days	98.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime. The RTO and RPO do not apply to customizations or third party software.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Meter to Bill for Daily Meters Cloud Service 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 DataRaker Meter to Bill for Daily Meters Cloud Service ("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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services, and any variations identified in this services description.

Oracle DataRaker Meter to Bill for Sub-daily Meters Cloud Service

Retired Part # B82301

Users of the Oracle DataRaker Meter to Bill for Sub-daily Meters Cloud Service module are authorized to access the following:

Business Area	Application Name
Billing	High Bill Prioritization
	Low Bill Prioritization
	Stopped Meter
	Slow Consumption
	Diagnostic Prioritization
Meter Operations	Defective Meter ID
	Defective Socket ID
	New Meter Health
	Contract Validation
	Data Quality Assurance
	Geospatial Outlier Monitoring
	Net Meter
	Geospatial Reporting
	Meter Inventory Tracking
Safety	Gas Leaks
	Water Leaks
AMI Deployment	AMI New Meter Health
	Deployment Tracking
	Network Tracking
	Customer Refusal Tracking
	Deployment Data Quality
	Geospatial Reporting

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Meter to Bill for Sub-daily Meters Cloud Service is subject to usage limits based on:

- A maximum number of Utilities Device Data Channels per Month as specified in Your order.

- Oracle will provision three Environments for this Oracle Cloud Service: one Production Environment, and two Non-Production Environments (Test/QA and Backup).
- This environment may also be used to host other Services purchased by You from the Oracle DataRaker Cloud Services portfolio of Services.
- Additional data storage for Production and Non-production Environments may be purchased subject to additional fees.
- For storage limits, please refer to the Program Documentation.
- Data files that are older than three years are subject to automatic deletion by this Oracle DataRaker Cloud Service. 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.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability. The standard maintenance period for this Oracle Cloud Service is 0000 a.m. ET to 0400 a.m. ET, 7 days a week.

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability
Oracle DataRaker Meter to Bill for Sub-daily - Sub-daily Meters Cloud Service	90 days	30 days	98.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime. The RTO and RPO do not apply to customizations or third party software.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Meter to Bill for Sub-daily Meters Cloud Service 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 DataRaker Meter to Bill for Sub-daily Meters Cloud Service ("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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services, and any changes called out in this services description.

Oracle DataRaker for Monthly Meters Cloud Service

Retired Part # B72819

Users of the Oracle DataRaker for Monthly Meters Cloud Service are authorized to access the following:

- Oracle DataRaker for Monthly Meters Cloud Service

Usage Limits: The Oracle DataRaker for Monthly Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Pooled Utilities Devices) as specified in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use.
- This environment may also be used to host other services purchased by You from the Oracle DataRaker Cloud Service portfolio of Services.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker for Monthly Meters Cloud Service 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 DataRaker for Monthly Meters Cloud Service ("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 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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services, and any variations identified in this services description.

The following apply to the Oracle DataRaker for Monthly Meters Cloud Service:

Section 3.3.1 Recovery Time Objective (RTO)

Recovery Time Objective (RTO)
90 days

Section 3.3.2 Recovery Point Objective (RPO)

Recovery Point Objective (RPO)
30 days

Section 4.2 Target Service Availability Level

The Measurement Period will be defined as 0400 ET to 0000 ET, 7 days a week.

Target Service Availability
98.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime. The RTO and RPO do not apply to customizations or third party software.

Oracle DataRaker for Monthly Meters Cloud Service

Retired Part # B82306

Users of the Oracle DataRaker for Monthly Meters Cloud Service are authorized to access the following:

- Oracle DataRaker for Monthly Meters Cloud Service

Usage Limits: The Oracle DataRaker for Monthly Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Users (Per 100 Utilities Devices) as specified in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use. Oracle will also have a staging environment which is for the sole and exclusive access of Oracle data scientist for the development and enhancement of algorithms.
- This environment may also be used to host other services purchased by You from the Oracle DataRaker Cloud Service portfolio of Services.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker for Monthly Meters Cloud Service 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 DataRaker for Monthly Meters Cloud Service ("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 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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services, and any variations identified in this services description.

Oracle DataRaker Revenue Protection Cloud Service

Retired Part # B86812

Users of the Oracle DataRaker Revenue Protection Cloud Service are authorized to access the following:

Business Area	Application Name
Revenue Protection	Identifying Bypass
	Diversion
	Identifying meter swaps
	Identifying meter tampering
	Post-deployment theft

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Revenue Protection Cloud Service is subject to usage limits based on:

- A maximum number of Utilities Adjusted Device Data Channels per Month as specified in Your order.
- Oracle will provision two Environments for this Oracle Cloud Service: one Production Environment, and one Non-Production Environment (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 DataRaker Cloud Services portfolio of Services.
- Additional data storage for Production and Non-production Environments may be purchased subject to additional fees.

The following storage limits apply for the Oracle DataRaker Revenue Protection Cloud Service per the applicable Environment:

Size Data	Utilities Adjusted Device Data Channels	Environment Type	Database Storage	File Storage Limit
XS	300,001 to 500,000	Production	2.5 TB	0.5 TB
		Staging	1.25 TB	0.25 TB
S	500,001 to 1,000,000	Production	5.0 TB	1 TB
		Staging	2.5TB	0.25 TB
M	1,000,001 to 2,000,000	Production	10.00 TB	2.0 TB
		Staging	5.00 TB	0.25 TB
L	2,000,001 to 4,000,000	Production	20.00 TB	4.0 TB
		Staging	10.00 TB	0.25 TB
XL		Production	40.00 TB	8.0 TB

	4,000,001 to 8,000,000	Staging	20.00TB	0.25 TB

Data files that are older than three years are subject to automatic deletion by this Oracle DataRaker Cloud Service. 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 DataRaker Cloud Services; Oracle will not automatically allocate additional storage.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability.

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability
Oracle DataRaker Revenue Protection Cloud Service	90 days	30 days	98.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime. The RTO and RPO do not apply to customizations or third party software.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Revenue Protection Cloud Service 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 DataRaker Revenue Protection Cloud Service ("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 *Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services, and any changes called out in this services description.

Oracle DataRaker Revenue Protection for Daily Meters Cloud Service

Retired Part # B82298

Users of the Oracle DataRaker Revenue Protection for Daily Meters Cloud Service module are authorized to access the following:

Business Area	Application Name
Revenue Protection	Identifying Bypass
	Diversion
	Identifying meter swaps
	Identifying meter tampering
	Post-deployment theft

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Revenue Protection for Daily Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Utilities Devices) as specified in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use. Oracle will also have a staging environment which is for the sole and exclusive access of Oracle data scientist for the development and enhancement of algorithms.
- This environment may also be used to host other services purchased by You from the Oracle DataRaker Cloud Service portfolio of Services.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability. The standard maintenance period for this Oracle Cloud Service is s will be conducted between 0000 a.m. ET to 0400 a.m. ET The standard maintenance period for this Oracle Cloud Service is 0000 a.m. ET to 0400 a.m. ET, 7 days a week.

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability
Oracle DataRaker Revenue Protection for Daily Meters Cloud Service	90 days	30 days	98.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime. The RTO and RPO do not apply to customizations or third party software.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Revenue Protection for Daily Meters Cloud Service 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 DataRaker Revenue Protection for Daily Meters Cloud Service ("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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services, and any variations identified in this services description.

Oracle DataRaker Revenue Protection for Sub-daily Meters Cloud Service

Retired Part # B82299

Users of the Oracle DataRaker Revenue Protection for Sub-daily Meters Cloud Service module are authorized to access the following:

Business Area	Application Name
Revenue Protection	Identifying Bypass
	Diversion
	Identifying meter swaps
	Identifying meter tampering
	Post-deployment theft

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Revenue Protection for Sub-daily Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (per 100 Utilities Devices) as specified in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use. Oracle will also have a staging environment which is for the sole and exclusive access of Oracle data scientist for the development and enhancement of algorithms.
- This environment may also be used to host other Services purchased by You from the Oracle DataRaker Cloud Services portfolio of Services.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability. The standard maintenance period for this Oracle Cloud Service is s will be conducted between 0000 a.m. ET to 0400 a.m. ET The standard maintenance period for this Oracle Cloud Service is 0000 a.m. ET to 0400 a.m. ET, 7 days a week.

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability
Oracle DataRaker Meter to Bill for Sub-daily Meters Cloud Service	90 days	30 days	98.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime. The RTO and RPO do not apply to customizations or third party software.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Revenue Protection for Sub-daily Meters Cloud Service 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 DataRaker Revenue Protection for Sub-daily Meters Cloud Service ("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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services, and any changes called out in this services description.

Oracle DataRaker Standard Edition Cloud Service

Retired Part # B85313

Users of the Oracle DataRaker Standard Edition Cloud Service are authorized to use the following pre-defined analytics:

Algorithm Areas	Algorithms
Meter to Bill	Meter shows high consumption in comparison to prior readings.
	Meter shows low consumption in comparison to itself.
	Meter show no consumption in comparison to itself.
	Meter which shows a spike in consumption for specific days.
	Meter that shows reverse rotation
Revenue Protection	Inactive meters that show consumption
	Active without consumption
	Year over year consumption is decreasing
	Meter shows no consumption but a different meter which provides commodity to the same household shows consumption
	Meter shows long time intervals of no consumption
Seasonal Usage	Seasonal Usage Calculation uses consumption patterns and weather data to define the start of a season (e.g., 5 days of increased consumption) for purposes of calculating seasonal usage

As part of this Oracle Cloud Service, You may access up to four (4) hours per month of Oracle Analytic Services professional services for assistance with certain minimum configuration activities (such setting boundary conditions or thresholds, or adjustment to an algorithm). You must separately purchase, subject to additional fees, any additional scope or quantity of professional services.

Usage Limits: The Oracle DataRaker Standard Edition Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Utilities Devices) as specified in Your order.
- A maximum of four (4) hours per month of Oracle Analytic Services professional services for assistance with certain minimum configuration activities (such setting boundary conditions or thresholds, or adjustment to an algorithm).
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use. This environment may also be used to host other DataRaker Cloud Services purchased by You.
- Oracle will also have a staging environment which is for the sole and exclusive access of Oracle data scientist for the development and enhancement of algorithms.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability. The maintenance periods will be conducted between 0000 ET to 0400 ET, 7 days a week.

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability
Oracle DataRaker Standard Edition Cloud Service	30 days	7 days	98.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime. The RTO and RPO do not apply to customizations or third party software.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Standard Edition Cloud Service 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 DataRaker Standard Edition Cloud Service ("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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services, and any variations identified in this services description.

Oracle Utilities Generation Asset Manager Cloud Service

Retired Part# B94604

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

- Oracle Utilities Generation Asset Manager

The Production Environment may be leveraged for data migration purposes prior to entering into production operations (as part of Implementation Support Services).

Usage Limits

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

- The quantity of Peak Megawatts Under Management as stated in Your order. If You exceed Peak Megawatts (also known as "Net megawatts") ordered, You must purchase additional Peak Megawatts Under Management.
- 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 ("Target Environment") data may be refreshed from data in any Production Environment or Non-Production Environment ("Source Environment") at Your request, no more than one (1) time in any ninety (90) day period, per Target Environment, provided the Target Environment database storage is equal to or greater in size than the Source Environment database storage used.
- 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:

PEAK MEGAWATTS UNDER MANAGMENT	ENVIRONMENT TYPE	TOTAL DATABASE STORAGE
0 to 300	Production	250 GB
	Test	250 GB
	Development	250 GB
301 to 1,000	Production	750 GB
	Test	750 GB
	Development	250 GB
1,001 to 10,000	Production	3,000 GB

	Test	3,000 GB
	Development	250 GB
10,001 to 20,000	Production	6,000 GB
	Test	6,000 GB
	Development	500 GB
20,001 to 50,000	Production	15,000 GB
	Test	15,000 GB
	Development	750 GB
50,001+	Production	40,000 GB
	Test	40,000 GB
	Development	1,200 GB

      Database storage included with this Oracle Cloud Service may not be transferred between environments or to other Oracle Cloud Services.

- The database storage entitlement for operational reports generated by any included reporting tools is a maximum of 100 GB for each Production and Non-Production Environment.
  - o Any additional database storage purchases do not apply to or increase this entitlement.

Disaster Recovery and Service Availability Level

This Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
12 hours	1 hour	99.7%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to 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 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:
  - 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 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 readiness 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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Notwithstanding any statements in the Oracle Industries 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 Generation Asset Manager Cloud Service, Additional Batch Threads

Retired Part #: B95490

Oracle Utilities Generation Asset Manager Cloud Service, Additional Batch Threads are designed to allow You to purchase additional Batch Threads for one (1) specific environment (either Your Production Environment or one (1) Non-Production Environment). You must specify, via Your CSM, which specific environment You require this Oracle Cloud Service to be provisioned to.

This Oracle Cloud Service is subject to the following contracting restrictions:

- A minimum contract period of one (1) month.
- The end date of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Generation Asset Manager Cloud Service.
- You may be required to make purchases in multiples to align with provisionable quantity limitations.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Generation Asset Manager Cloud Service (prerequisite base Service), subject to the restrictions listed above.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Generation Asset Manager Cloud Service, Additional Data Storage – Per 250 Gigabytes

Retired Part #: B95486

Oracle Utilities Generation Asset Manager 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 Generation Asset Manager Cloud Service. Any additional database storage purchased for the Oracle Utilities Generation Asset Manager Cloud Service Production Environment will also be added to each test environment provisioned as part of the Oracle Utilities Generation Asset Manager Cloud Service or any Oracle Utilities Generation Asset Manager Cloud Service - Additional Test Environment instances. Data storage purchased as part of this Oracle Cloud Service may not be transferred to development Non-Production Environments or to other Oracle Cloud Services.

- You may make multiple purchases of Additional Data Storage for the Oracle Utilities Generation Asset Manager 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 Generation Asset Manager Cloud Service, Additional Data Storage applies for the duration of the Service Period of the Oracle Utilities Generation Asset Manager 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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Generation Asset Manager Cloud Service, Additional Data Storage for Development Environments – Per 250 Gigabytes

Retired Part #: B95488

Oracle Utilities Generation Asset Manager Cloud Service, Additional Database Storage for Development Environments enables You to purchase two hundred and fifty (250) additional gigabytes of database storage for use with Your development environments over and above the database storage provided as part of Oracle Utilities Generation Asset Manager Cloud Service environment or any Oracle Utilities Generation Asset Manager Cloud Service, Additional Development Environment. Data storage purchased as part of this Oracle Cloud Service may not be transferred to Production or test Non-Production Environments, or to other Oracle Cloud Services.

- You may purchase multiple quantities of the Oracle Utilities Generation Asset Manager 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 Generation Asset Manager Cloud Service, Additional Database Storage for Development Environments should be provisioned.

Any Oracle Utilities Generation Asset Manager 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 Generation Asset Manager 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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Generation Asset Manager Cloud Service, Additional Development Environment

Retired Part #: B95487

The Oracle Utilities Generation Asset Manager 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 prerequisite Oracle Utilities Generation Asset Manager 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 prerequisite Oracle Utilities Generation Asset Manager Cloud Service
- A maximum total of ten (10) development environments, including any development environment(s) originally provisioned as part of the prerequisite Oracle Utilities Generation Asset Manager Cloud Service.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Generation Asset Manager Cloud Service (prerequisite base Service), subject to the restrictions listed directly above.

All Additional Oracle Utilities Generation Asset Manager Cloud Service, Additional Development Environments purchased will be equivalent to the development environment(s) included as part of the prerequisite base Service.

Usage Limits

Oracle Utilities Generation Asset Manager 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 prerequisite Oracle Utilities Generation Asset Manager Cloud Service.
- The storage and processing limits specified in operational notifications, the Oracle Cloud Ordering Document and/or Oracle Service Description for the prerequisite Oracle Utilities Generation Asset Manager 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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Generation Asset Manager Cloud Service, Additional Test Environment

Retired Part #: B95489

The Oracle Utilities Generation Asset Manager 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 prerequisite Oracle Utilities Generation Asset Manager 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 prerequisite Oracle Utilities Generation Asset Manager Cloud Service.
- A maximum total of three (3) test environments (including the test environment(s) provisioned as part of the prerequisite Oracle Utilities Generation Asset Manager Cloud Service).

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Generation Asset Manager Cloud Service (prerequisite base Service), subject to the restrictions listed directly above.

All Additional Oracle Utilities Generation Asset Manager Cloud Service, Additional Test Environments purchased will be equivalent to the test environment(s) included as part of the prerequisite base Service.

Additional database storage cannot be purchased separately for Additional Test Environments, however any additional database storage purchased for the prerequisite base Service Production Environment will also be added to each test environment provisioned as part of the prerequisite base Service or any Oracle Utilities Generation Asset Manager Cloud Service, Additional Test Environment instances.

Usage Limits

Oracle Utilities Generation Asset Manager 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 prerequisite Oracle Utilities Generation Asset Manager Cloud Service.
- The storage and processing limits specified in operational notifications, the Oracle Cloud Ordering Document and/or Oracle service description for the prerequisite Oracle Utilities Generation Asset Manager 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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Operational Device Cloud Service

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.

The Production Environment may be leveraged for data migration purposes prior to entering into production operations (as part of Implementation Support Services).

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 specified 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).
- As part of implementation support and Live Operate Services:
  - Non-Production Environment ("Target Environment") data may be refreshed from data in any Production Environment or Non-Production Environment ("Source Environment"), at Your request, no more than one (1) time in any ninety (90) day period, per Target Environment, provided the Target Environment database storage is equal to or greater in size than the Source Environment database storage used.
- 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 Batch Thread processing limits apply for this Oracle Cloud Service:
  - Production and Test Environments
    - Three (3) Batch Threads for every seven thousand five hundred (7,500) 100 Utilities Assets per Month (rounded to the nearest positive multiple of three (3) Batch Threads), or a minimum of six (6) Batch Threads (whichever is larger). (See Appendix for example Batch Thread processing limit calculations).
  - Development Environments
    - Six (6) Batch Threads
- The following storage limits apply to the Oracle Utilities Operational Device Management specific components of the Oracle Utilities Operational Device Cloud Service per the applicable Environment:

100 UTILITIES ASSETS	ENVIRONMENT TYPE	TOTAL DATABASE STORAGE

1,000 to 3,000	Production	50 GB
	Test	50 GB
	Development	50 GB
3,001 to 7,500	Production	50 GB
	Test	50 GB
	Development	50 GB
7,501 to 15,000	Production	150 GB
	Test	150 GB
	Development	50 GB
15,000 to 50,000	Production	300 GB
	Test	300 GB
	Development	100 GB

- Database storage included with this Oracle Cloud Service may not be transferred between environments or to other Oracle Cloud Services.
- Additional processing capacity and database storage for Production and Non-Production Environments may be purchased subject to additional fees.
- The database storage entitlement for operational reports generated by any included reporting tools is a maximum of 100 GB for each Production and Non-Production Environment.
  - Any additional database storage purchases do not apply to or increase this entitlement.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
12 hours	1 hour	99.9%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to 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 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:
  - 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

- You must schedule the Go-Live Readiness Review. This readiness review is not to perform a complete readiness assessment for going live; its purpose is to validate that select operational considerations have been made prior to go live.

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 readiness 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 Go-Live Readiness 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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Notwithstanding any statements in the Oracle Industries 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.

Additionally, any reporting tools that may be provided in the Production Environment are excluded from the definition of Service Availability; therefore, notwithstanding anything to the contrary in Your agreement and/or Service specifications, no service level agreements (including, those pertaining to Target Service Availability Level, or Target Service Uptime commitments) apply to any reporting tools that may be provided in this cloud service.

Oracle Utilities Operational Device Cloud Service, Additional Batch Threads

Part #: B94626

Oracle Utilities Operational Device Cloud Service, Additional Batch Threads are designed to allow You to purchase additional Batch Threads for one (1) specific environment (either Your Production Environment or one (1) Non-Production Environment). You must specify, via Your CSM, the specific environment to which You require this Oracle Cloud Service to be provisioned.

This Oracle Cloud Service subject to the following contracting restrictions:

- A minimum contract period of one (1) month.
- A maximum contract period equal to the remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Operational Device Cloud Service.
- You may be required to make purchases in multiples to align with minimum provisionable quantity requirements specified by Oracle.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Operational Device Cloud Service (prerequisite base Service), subject to the restrictions listed above.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Operational Device Cloud Service, Additional Concurrent Online User

Part #: B94627

The Oracle Utilities Operational Device Cloud Service, Additional Concurrent Online User is designed to allow You to purchase additional capacity to support increased concurrent online users in Your Production or Non-Production Environments. You must specify, via Your CSM, into which environment You require the additional concurrent online user capacity to be provisioned.

This Oracle Cloud Service subject to the following contracting restrictions:

- A minimum contract period of one (1) month.
- A maximum contract period equal to the remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Operational Device Cloud Service.
- You may be required to make purchases in multiples to align with minimum provisionable quantity requirements specified by Oracle.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Operational Device Cloud Service (prerequisite base Service), subject to the restrictions listed above

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Operational Device Cloud Service, Additional Data Storage

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. Data storage purchased as part of this Oracle Cloud Service may not be transferred to development Non-Production Environments or to other Oracle Cloud Services.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Operational Device Cloud Service, Additional Database Storage for Development Environment

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 use with Your development environments over and above the database storage provided as part of Oracle Utilities Operational Device Cloud Service environment or any Oracle Utilities Operational Device Cloud Service, Additional Development Environment. Data storage purchased as part of this Oracle Cloud Service may not be transferred to Production or test Non-Production Environments, or to other Oracle Cloud Services.

You may purchase multiple quantities 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 Industries Cloud Services Pillar Document Policies which may be viewed at www.oracle.com/contracts/cloud-services.

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 prerequisite 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 remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite 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 prerequisite 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.

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 prerequisite 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 prerequisite Oracle Utilities Operational Device Cloud Service.
- The storage and processing limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the prerequisite 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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Operational Device Cloud Service, Additional Requests per Minute

Part #: B94628

The Oracle Utilities Operational Device Cloud Service, Additional Requests per Minute is designed to allow You to purchase additional capacity to support increased integration requests in Your Production Environment or in one Non-Production Environment. You must specify, via Your CSM, into which environment You require the additional capacity to be provisioned.

This Oracle Cloud Service is subject to the following contracting restrictions:

- A minimum contract period of one (1) month.
- A maximum contract period equal to the remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Operational Device Cloud Service.
- You may be required to make purchases in multiples to align with minimum provisionable quantity requirements specified by Oracle.

To use this Oracle Cloud Service, You are required to first purchase and maintain the Oracle Utilities Operational Device Cloud Service (prerequisite base Service), subject to the restrictions listed above.

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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

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 prerequisite 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 remaining term of the Service Period specified in the Oracle Cloud Ordering Document for the prerequisite Oracle Utilities Operational Device Cloud Service.
- A maximum total of three (3) test environments (including the test environment(s) provisioned as part of the prerequisite 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.

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 prerequisite 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 prerequisite Oracle Utilities Operational Device Cloud Service Production Environment will also be added to each test environment provisioned as part of the prerequisite 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 prerequisite Oracle Utilities Operational Device Cloud Service.
- The storage and processing limits specified in the Oracle Cloud Ordering Document and/or Oracle service description for the prerequisite 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 Industries Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Operational Device Cloud Service, Break Glass

The Oracle Utilities Cloud Service, Break Glass ("break glass") Services listed below provides Your cloud service administrator(s) with the ability to approve requests for temporary access to Your Content in the applicable Oracle Cloud Service by Oracle personnel to perform specific, requested actions as part of a break glass event. Each Service below is sold separately.

B96602	Oracle Utilities Operational Device Cloud Service, Break Glass - Instance

There are situations in which Oracle requires the ability to gain access to certain parts of an Oracle Utilities Cloud Service for low level analysis and troubleshooting. Such access requires that Oracle follow a process for bypassing access controls to analyze system data, as well as for driving the system's state using imperative operations to apply changes to the environment. The process for bypassing typical access controls and automated system management is referred to by the term "breaking glass."

When enabled, break glass restricts Oracle personnel from accessing Your Content unless a break glass event has been created and approval from Your cloud service administrator(s) has been provided. Break glass events may be requested either by Oracle or by You. Break glass events are scheduled in advance and require the parties to specify information such as:

- the purpose for the access,
- the detailed actions to be performed,
- the expected duration of the event,
- event scheduling information and
- the type of access required to perform the requested actions.

Audit logs of actions performed by Oracle personnel as part of the break glass event will be made available upon Your request via My Oracle Support.

The "Break Glass Event Period" is defined as the actual date and time from when the break glass event is initiated (i.e., when temporary access to Your Content is granted to Oracle personnel) to the actual date and time when the break glass event is closed (i.e., when any actions performed on Your Content by Oracle personnel using the granted temporary access have been completed or when the time period for temporary access to Your Content has closed).

To use any one of these Oracle Cloud Services, You are required to first purchase and maintain the applicable prerequisite base Service and are subject to the restrictions in the associated service description.

Usage Limits

- Break glass Services are only provided for the related base Oracle Cloud Services. Where available, separate subscriptions are required to provide break glass Services for each individual Oracle Utilities Cloud Service.
- Oracle will automatically create break glass events for maintenance activities performed by Oracle during scheduled maintenance. In order for maintenance to be completed, You agree to automatic approval of any such break glass events created by Oracle for scheduled maintenance purposes.
- Any break glass event requests from You; approvals (except as noted above); and related required sensitive information must be submitted by Your cloud service administrator(s) via My Oracle Support.

- If You submit a service request to Oracle for support regarding an issue involving data (e.g., loading issues, corruption, etc.), You must ensure that such service request contains only randomized data and not any of Your Content.
- Break glass features must be enabled for all Production and Non-Production Environments for the related base Oracle Cloud Service.
  - It is not possible to disable or enable break glass for a subset of environments.
- As break glass Services provide deep-rooted security related functionality, use of the break glass Service may require subscription to additional, prerequisite Oracle Cloud Services.
- The related base Oracle Cloud Service and related service performance, including but not limited to Target Service Availability Level, scheduled maintenance periods, and service request response times:
  - May be adversely impacted if access, information, or requests for action (to be performed by You) required by Oracle personnel are delayed or denied, and in such case, Oracle is not responsible for such impacts, including any related service level credits.
- The related Oracle Cloud Service may include additional functionality that does not utilize the Oracle Cloud Service database, and that additional functionality is therefore not covered by this break glass Service (which enables You to approve access to Your data stored in the related Oracle Cloud Service database).
  - Examples of that additional functionality are capabilities which interact with the prerequisite Oracle Cloud Service database but are not part of the database, such as monitoring and/or administration portals or consoles. Any of that additional functionality that is not covered by this break glass Service is covered under Oracle's standard access control and data protection policies.

Disaster Recovery and Service Availability

- The following break glass related activities <u>do not</u> constitute Unplanned Downtime:
  - Enabling and disabling break glass
  - Break glass events (for the duration of the Break Glass Event Period)
- The following limitations apply in terms of disaster recovery:
  - Any activities or actions relating to a break glass event which are underway during the Break Glass Event Period may not be applied in the secondary instance in the event of a disaster occurring during the Break Glass Event Period.

Your Break Glass Event Obligations

- Other than with regard to maintenance activities performed by Oracle during scheduled maintenance:
  - Prior to Oracle initiating a break glass event, You must provide approval for the proposed break glass actions on Your Content.
  - You are responsible for reviewing and approving or rejecting any break glass actions performed on Your Content.
- For the duration of any Break Glass Event Period, You will:
  - Ensure that any required non-Oracle personnel are available;
  - Ensure that any non-Oracle personnel participating in break glass reviews are authorized, by You, to view Your Content;
  - Provide timely responses to all Oracle requests;

- o Provide timely review of all break glass actions performed on Your Content, including verifying the correctness of any changes requested by You; and
- o Provide timely approval to commit or roll back any break glass actions performed on Your 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 Industries Cloud Services Pillar Document which may be viewed at www.oracle.com/contracts/cloud-services.

ORACLE UTILITIES OPOWER – RETIRED SKUS

Oracle Utilities Opower Business Customer Engagement Portal Cloud Service

Retired Part # B92164

Users of the Oracle Utilities Opower Business Customer Engagement Portal Cloud Service are authorized access to the following modules and the products therein:

- Energy Management web features for business customers
- Welcome emails
- Monthly Energy Report emails
- Generally available business customer APIs
- Integration options: Single Sign On (SSO) and Standalone Microsite
- Advisor Portal – Customer Service Interface for business customers

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of 100 in Customer Count as specified in Your order.
- A limit of 20 queries per second and 100,000 API calls per day for each application instance.
- Oracle will provision two environments for the Customer Engagement Portal: one Production Environment and one Non-Production Environment. These environments may be used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Record of outbound communication is accessible in the Advisor Portal for no more than two years from the date the outbound communication is published to the Interface.
- Data storage is limited to no more than two years of historical data, determined from the date that such data is placed in the service environment.
- Any unused Services from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.

Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Target Service Availability Level for the Production Environment after implementation and launch:

CLOUD SERVICE	TARGET SERVICE AVAILABILITY LEVEL
Oracle Utilities Opower Business Customer Engagement Portal Cloud Service	99.5%

The Target Service Availability Level does not apply to the Non-Production Environment(s), or to administration or reporting tools or in the event of a declared disaster.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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.

Live Operate Services

Live Operate Services are services that Oracle provides to assist You with the ongoing operation of supported Oracle Cloud Services, once live and in production. The scope of the Live Operate Services provided by Oracle consists of the following:

Oracle will:

- Assign a Client Success Manager to manage the delivery of the Business Customer Engagement Portal.
- Upon Your request, deliver an update presentation with information on website usage statistics and subscription metrics once per each consecutive six (6) month period of service.
- Upon Your request, provide one (1) standard report each consecutive three (3) month period of service and as defined in the applicable data extracts documentation.
- Upon Your request, provide up to one (1) custom report during each consecutive three (3) month period of service.

Implementation Services

- Implementation services are not 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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Opower Business Digital Engagement Cloud Service, powered by FirstFuel

Retired Part #s: B87488

Users of the Oracle Utilities Opower Business Digital Engagement Cloud Service, powered by FirstFuel are authorized access to the following modules and the products therein:

- FIRSTENGAGE Web Portal features
- FIRSTENGAGE generally available APIs
- Integration options: Single Sign On (SSO), Seamless web, Standalone, and generally available Embeddable widgets
- Utility Administration Tools

Usage Limits

The Oracle Utilities Opower Business Digital Engagement Cloud Service, powered by FirstFuel, is subject to usage limits based on:

- A maximum quantity of 100 Utilities Devices as specified in Your order. **Note**: For the purposes of the Oracle Utilities Opower Business Digital Engagement Cloud Service, powered by FirstFuel, a Utilities Device is a service delivery point in which business customer billing and usage data is processed by such Oracle program.
- FIRSTENGAGE application programming interfaces (FIRSTENGAGE APIs) are included, and You may make automated calls or other data requests to or through the FIRSTENGAGE APIs (Calls), but the number of calls You may make is limited to 20 queries per second and 250,000 per calendar day for each application instance.
- FIRSTENGAGE APIs are limited to access provided through FIRSTENGAGE insights and features for utility end customer facing applications on the web and mobile.
- FIRSTENGAGE APIs exclude mass downloads and bulk feeds.
- Two environments will be provisioned for this Oracle Cloud Service: one Production Environment and one Non-Production Environment. These environments may be used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Outbound communication reporting being accessible in the Utility Administration Tools interface for no more than three years from the date the outbound communication metrics are published to the interface. This is only applicable when one of the following Add-on(s) have been purchased that include outbound communications:
  - Oracle Utilities Opower Business Digital Engagement Outbound Communications Add-on, powered by FirstFuel
  - Oracle Utilities Opower Business Digital Engagement Enhanced Billing & Outbound Communication Add-on Cloud Service, powered by FirstFuel
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.

Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Target Service Availability Level for the Production Environment after implementation and launch:

Cloud Service	Target Service Availability Level
Oracle Utilities Opower Business Digital Engagement Cloud Service, powered by FirstFuel	99.5%

The Target Service Availability Level does not apply to the Non-Production Environment(s), or to administration or reporting tools or in the event of a declared disaster.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle, FirstFuel nor their 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 Opower Business Digital Engagement Cloud Service, powered by FirstFuel ("real property content"), (i) neither Oracle, FirstFuel nor their third party suppliers are 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, FirstFuel and their 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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Opower Business Digital Engagement ENERGY STAR® & Green Button® Add-on Cloud Service, powered by FirstFuel

Retired Part #s: B90784, B90785

Users of the Oracle Utilities Opower Business Digital Engagement Energy Star & Green Button Add-on Cloud Service, powered by FirstFuel are authorized access to the following modules and the products therein:

- ENERGY STAR® Portfolio Manager for single-tenant and multi-tenant buildings
- Green Button Download My Data®

Usage Limits

The Oracle Utilities Opower Business Digital Engagement Cloud Service, powered by FirstFuel, is subject to usage limits based on:

- A maximum quantity of 100 in Utility Devices as specified in Your order.
- Two environments will be provisioned for this Oracle Cloud Service: one Production Environment and one Non-Production Environment.
- Use of these environments being used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.

Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Target Service Availability Level for the Production Environment after implementation and launch:

Cloud Service	Target Service Availability Level
Oracle Utilities Opower Business Digital Engagement ENERGY STAR® & Green Button® Add-on Cloud Service, powered by FirstFuel	99.5%

The Target Service Availability Level does not apply to the Non-Production Environment(s), or to administration or reporting tools or in the event of a declared disaster.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle, FirstFuel nor their 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 Opower

Business Digital Engagement Cloud Service, powered by FirstFuel ("real property content"), (i) neither Oracle, FirstFuel nor their third party suppliers are 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, FirstFuel and their 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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Opower Business Digital Engagement ENERGY STAR® & Green Button® Add-on Cloud Service, powered by FirstFuel

Retired Part # B87492

Users of the Oracle Utilities Opower Business Digital Engagement Energy Star & Green Button Add-on Cloud Service, powered by FirstFuel are authorized access to the following modules and the products therein:

- ENERGY STAR® Portfolio Manager for single-tenant and multi-tenant buildings
- Green Button Download My Data®
- Green Button Connect My Data® API

Usage Limits

The Oracle Utilities Opower Business Digital Engagement Cloud Service, powered by FirstFuel, is subject to usage limits based on:

- A maximum quantity of 100 in Utility Devices as specified in Your order.
- Two environments will be provisioned for this Oracle Cloud Service: one Production Environment and one Non-Production Environment.
- Use of these environments being used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.

Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Target Service Availability Level for the Production Environment after implementation and launch:

Cloud Service	Target Service Availability Level
Oracle Utilities Opower Business Digital Engagement ENERGY STAR® & Green Button® Add-on Cloud Service, powered by FirstFuel	99.5%

The Target Service Availability Level does not apply to the Non-Production Environment(s), or to administration or reporting tools or in the event of a declared disaster.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle, FirstFuel, nor their third party suppliers control or are responsible for such Third Party Content; 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 Opower Business Digital Engagement Cloud Service, powered by FirstFuel ("real property content"), (i) neither Oracle, FirstFuel nor their third party suppliers are 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, FirstFuel and their 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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Opower Business Digital Engagement Enhanced Billing & Outbound Communication Add-on Cloud Service, powered by FirstFuel

Retired Part #: B87490

Users of the Oracle Utilities Opower Business Digital Engagement Enhanced Billing & Outbound Communication Add-on Cloud Service, powered by FirstFuel are authorized access to the following modules and the products therein:

- Enhanced Billing web features
- Enhanced Billing high bill alerts

Usage Limits

The Oracle Utilities Opower Business Digital Engagement Cloud Service, powered by FirstFuel, is subject to usage limits based on:

- A maximum quantity of 100 Utilities Devices as specified in Your order.
- Two environments will be provisioned for this Oracle Cloud Service: one Production Environment and one Non-Production Environment. These environments may be used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.

Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Target Service Availability Level for the Production Environment after implementation and launch:

Cloud Service	Target Service Availability Level
Oracle Utilities Opower Business Digital Engagement Enhanced Billing & Outbound Communication Add-on Cloud Service, powered by FirstFuel	99.5%

The Target Service Availability Level does not apply to the Non-Production Environment(s), or to administration or reporting tools or in the event of a declared disaster.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle, FirstFuel nor their 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 Opower Business Digital Engagement Cloud Service, powered by FirstFuel ("real property content"), (i) neither

Oracle, FirstFuel nor their third party suppliers are 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, FirstFuel and their 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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Opower Business Digital Engagement Enhanced Data & Portfolio Add-on Cloud Service, powered by FirstFuel

Retired Part #: B87491

Users of the Oracle Utilities Opower Business Digital Engagement Enhanced Data & Portfolio Add-on Cloud Service, powered by FirstFuel are authorized access to the following modules and the products therein:

- Advanced account management and usage presentment features

Usage Limits

The Oracle Utilities Opower Business Digital Engagement Cloud Service, powered by FirstFuel, is subject to usage limits based on:

- A maximum quantity of 100 Utilities Devices as specified in Your order.
- Two environments will be provisioned for this Oracle Cloud Service: one Production Environment and one Non-Production Environment. These environments may be used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.

Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Service Availability for the Production Environment after implementation and launch:

Cloud Service	Target Service Availability Level
Oracle Utilities Opower Business Digital Engagement Enhanced Data & Portfolio Add-on Cloud Service, powered by FirstFuel	99.5%

The Target Service Availability Level does not apply to the Non-Production Environment(s), or to administration or reporting tools or in the event of a declared disaster.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle, FirstFuel, nor their third party suppliers control or are responsible for such Third Party Content; 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 Opower Business Digital Engagement Cloud Service, powered by FirstFuel ("real property content"), (i) neither Oracle, FirstFuel nor their third party suppliers are 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, FirstFuel and their 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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Opower Business Digital Engagement Outbound Communications Add-on, powered by FirstFuel

Retired Part #: B87489

Users of the Oracle Utilities Opower Business Digital Engagement Outbound Communications Add-on, Powered by FirstFuel are authorized access to the following modules and the products therein:

- FirstFuel Welcome emails
- Monthly Energy Report emails
- Weekly Energy Report emails
- Usage Alert emails
- Triggered Site Profile emails

Usage Limits

The Oracle Utilities Opower Business Digital Engagement Cloud Service, powered by FirstFuel, is subject to usage limits based on:

- A maximum quantity of 100 in Utilities Devices as specified in Your order.
- Two environments will be provisioned for this Oracle Cloud Service: one Production Environment and one Non-Production Environment. These environments may be used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle, FirstFuel nor their 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 Opower Business Digital Engagement Cloud Service, powered by FirstFuel ("real property content"), (i) neither Oracle, FirstFuel nor their third party suppliers are 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, FirstFuel and their 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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Opower Business Digital Engagement Rates Add-on, powered by FirstFuel

Retired Part #s: B90498, B90595

Users of the Oracle Utilities Opower Business Digital Engagement Rates Add-on Cloud Service, powered by FirstFuel are authorized access to the following modules and the products therein:

- Advanced rate analysis and rate presentment features

Usage Limits

The Oracle Utilities Opower Business Digital Engagement Cloud Service, powered by FirstFuel, is subject to usage limits based on:

- A maximum quantity of 100 in Utility Devices as specified in Your order.
- FirstFuel provisioning two environments for this Oracle Cloud Service: one Production Environment and one Non-Production Environment.
- Use of these environments being used to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.

Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Target Service Availability Level for the Production Environment after implementation and launch:

Cloud Service	Target Service Availability Level
Oracle Utilities Opower Business Digital Engagement Rates Add-on Cloud Service, powered by FirstFuel	99.5%

The Target Service Availability Level does not apply to the Non-Production Environment(s), or to administration or reporting tools or in the event of a declared disaster.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle/FirstFuel 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 Opower Business Digital Engagement Rates Add-on Cloud Service, powered by FirstFuel ("real property content"), (i) neither Oracle/FirstFuel 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/FirstFuel 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 O*racle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Opower Channel Fee - Report Generation, Print and Mail

Retired Part #: B87438, B87656

Users of the Oracle Utilities Opower Channel Fee - Report Generation, Print and Mail Cloud Service are authorized to access the following modules:

- Report generation for print communications
- Printing, mailing, and postage for print communications

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum number of Reports as specified in Your order. Unused reports from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.
- Additional Reports provided at Oracle's discretion, if any, will not exceed 10% of the number of Reports defined in Your order.
- Outbound communication being accessible in the Customer Service Interface for no more than three years from the date the outbound communication is published to the Interface.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Opower Channel Fee - Report Generation and Print

Retired Part #s: B87439, B87657

Users of the Oracle Utilities Opower Channel Fee - Report Generation and Print Cloud Service are authorized access to the following modules and the products therein:

- Report generation for print communications
- Printing of print communications

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum number of Reports as specified in Your order. Unused reports from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.
- Additional Reports provided at Oracle's discretion, if any, will not exceed 10% of the number of Reports defined in Your order.
- Outbound communication being accessible in the Customer Service Interface for no more than three years from the date the outbound communication is published to the Interface.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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 Industries Cloud Services Pillar Document*, which may be viewed at
www.oracle.com/contracts/cloud-services.

Oracle Utilities Opower Channel Fee - Report Generation

Retired Part #s: B87440, B87658

Users of the Oracle Utilities Opower Channel Fee - Report Generation Cloud Service are authorized access to the following modules and the products therein:

- Report generation for print communications

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum number of Reports as specified in Your order. Unused reports from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.
- Additional Reports provided at Oracle's discretion, if any, will not exceed 10% of the number of Reports defined in Your order.
- Outbound communication being accessible in the Customer Service Interface for no more than three years from the date the outbound communication is published to the Interface.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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

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Oracle Utilities Opower Channel Fee - Door Hanger

Retired Part #s: B87441, B87659

Users of the Oracle Utilities Opower Channel Fee - Door Hangers Cloud Service are authorized access to the following modules and the products therein:

- Generation and printing of Door Hangers

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum number of Door Hangers as specified in Your order. Unused reports from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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 Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services.

Oracle Utilities Opower Energy Efficiency Cloud Service

Retired Part #s: B87437, B87655

Users of the Oracle Utilities Opower Energy Efficiency Cloud Service are authorized access to the following modules and the products therein:

- Home Energy Report Analytics (channel fee applies for Home Energy Reports)
- Email Home Energy Reports
- Inside Opower (Analytics Visualization sold separately)
- Customer Service Interface - Program Management
- Energy Efficiency Web Portal, Standalone (standard configuration only, accessible to all customers)
- Excludes generation of print reports

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum quantity of 100 in Customer Count as specified in Your order.
- Oracle provisioning two environments for this Oracle Cloud Service: one Production Environment and one Non-Production Environment. Note: Inside Opower only includes one Production Environment.
- Use of these environments to host other Services purchased by You from the Oracle Utilities Opower Cloud Services portfolio of Services.
- Outbound communication being accessible in the Customer Service Interface for no more than three years from the date the outbound communication is published to the Interface.
- Data storage being limited to no more than three years of historical data, determined from the date that such data is placed in the service environment.
- Additional customer count, provided at Oracle's discretion, if any, will not exceed 10% of the 100 in Customer Count defined in Your order.
- Any unused Services from one Services Period cannot be carried over into another Services Period, shall be automatically forfeited by You and You shall not be entitled to any refund, or any credit toward additional or other Services.

Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Target Service Availability Level for the Production Environment after implementation and launch:

Cloud Service	Target Service Availability Level
Oracle Utilities Opower Energy Efficiency Cloud Service	99.7%

The Target Service Availability Level does not apply to the Non-Production Environment(s) or to administration or reporting tools or in the event of a declared disaster.

Third Party Content

Third Party Content made available by, through or as part of this Oracle Cloud Service 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 this Oracle Cloud Service ("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.

Implementation Support Services

Implementation Support Services are services that relate to the initial set up of Your Oracle Cloud Service. The scope of the Implementation Support Services provided by Oracle is limited and currently includes the following

Oracle will:

- Define the content and approach for each channel, such as the frequency of communications, content of communications and customer groups to be targeted with such communications.
- Allow for the branding of the Home Energy Report and/ or the Email Home Energy Report product.
- Review and finalize the printed Home Energy Report and/or Email Home Energy Report template with You.
- Provide the Home Energy Report and/or Email Home Energy Reports product to match the mutually-agreed inputs in the Product Configuration Guide.
- Configure the Energy Efficiency Web Portal – Standalone based on inputs mutually agreed upon by the parties.
- Perform final quality assurance checks for content and collateral designed, created, and configured in this section after deploying these elements to a testing environment.

Implementation Launch Services

Oracle will:

- Provide up to one (1) demonstration of the Oracle Utilities Opower products to Your project team prior to launch.
- Provide up to one (1) training session for customer service representatives.

Live Operate Services

Live Operate Services are services that Oracle provides to assist You with the ongoing operation of supported Oracle Utilities Cloud Services, once live and in production. The scope of the Live Operate Services provided by Oracle is limited and currently includes the following:

Oracle will:

- Assign a Client Success Manager to manage the delivery of the Oracle Cloud Service.
- Refill Your Home Energy Report population up to once per 12-month period of service.

- Once per each consecutive three (3) month period of service and upon Your request, deliver an update with information on website usage statistics, subscription metrics, email metrics, and energy savings.
- Provide one (1) of the following two (2) promotional module options and maybe designated by You once per 12-month period of service:
    1. Provide up to one (1) standard promotional module during each consecutive two (2) month period of service. A single standard promotional module is one module selected from the Oracle Utilities Opower standard module library targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel.
    2. Provide up to one (1) standard promotional module during each consecutive four (4) month period of service and provide one (1) non-standard promotional module during each consecutive twelve (12) month period of service. A single standard promotional module is one module selected from the Oracle Utilities Opower standard module library targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel. A non-standard promotional module is one module created to Your specifications and includes illustration design, layout design, copywriting, and publication targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel.
- Provide up to one (1) report during each consecutive three (3) month period of service, for the purpose of measuring and verifying Your savings in Oracle's standard format for measurement and verification extracts.
- Upon Your request, provide one (1) standard report each consecutive three (3) month period of service and as defined in the applicable Oracle Utilities data extracts documentation.
- Upon Your request, provide up to one (1) custom report during each consecutive three (3) month period of service.
- Provide incident management and problem management services for events related to the application.

Obligations and Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following implementation assumptions:

Your Obligations

- Review the Product Configuration Guides and provide final inputs within the timeline as mutually agreed upon between You and Oracle.
- Review and finalize the Home Energy Reports template and/or the Email Home Energy Reports template, depending on which channel You have chosen.
- Verify that tips and savings estimates comply with applicable consumer protection laws, including inclusion of any information that may be required to comply with such laws.
- Define targeted customer segments for the project.
- Participate in product demonstrations and provide Your agreement for production launch of Your Energy Efficiency Web Portal.
- Participate in customer service representatives training.

Assumptions

- Implementation phase is estimated at eighteen (18) consecutive weeks. To the extent that You select not to utilize the Implementation Support Services provided by Oracle, these Services will not be applicable to Your order.
- "Product Configuration Guides" are defined as the documents that Oracle will share with You during the project initiation phase to describe the configuration options for the product and document Your input on the configuration options You select to implement.
- The Services shall be performed remotely unless noted otherwise. At Your request, Oracle may agree to conduct onsite visits at Your location.
- Web Portal widgets to be configured are limited to bill comparison, bill forecast (for advanced metering infrastructure ("AMI") clients), data browser, home energy analysis, neighbor comparison, ways to save, and account center.
- Home energy analysis widget will be configured with standard questions defined by Oracle, and no additional questions can be defined by You.
- Ways to save widget will be configured to use only standard tip guide configuration (default guides and order or appearance) as defined by Oracle, and no non-standard configuration can be included.
- Configurations are limited to logo, primary and secondary colors, and up to ten (10) configurable text changes.
- Multi-lingual configuration is not included, and display will be United States English only.
- Review and finalization of configuration is limited to one (1) round of Your review and Oracle changes.
- You acknowledge that Your timely provision of and access to assistance, cooperation, complete and accurate information and data from Your officers, agents, and employees are essential to the timely performance of these Services. Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Your failure to provide cooperation in accordance with the aforementioned requirements in the previous sentence.

Oracle Cloud Policies and Pillar Documentation

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

APPENDIX

Example Processing Limit Calculations

This section provides processing limit calculation examples (for reference purposes only).

Notes:
- The term "positive" in the examples means "non-zero".
- Rounding to the nearest positive multiple of 3 can involve rounding up or down, whichever is closer.

Oracle Utilities Digital Asset Cloud Service – Per 100 Utilities Assets per Month

Part #: B94952

EXAMPLE SUBSCRIPTION	USAGE LIMIT CALCULATION
3,000 x 100 Utilities Assets (300,000 Utilities Assets)	3,000 / 7,500 * 3 = 1.2 Batch Threads. Rounding to the nearest positive multiple of 3 gives 3 Batch Threads. As 3 Batch Threads is less than the minimum of 6 Batch Threads, the processing limit is 6 Batch Threads.
27,000 x 100 Utilities Assets (2,700,000 Utilities Assets)	27,000 / 7,500 * 3 = 10.8 Batch Threads. Rounding to the nearest positive multiple of 3 gives 12 Batch Threads. As 12 Batch Threads is greater than the minimum of 6 Batch Threads, the processing limit is 12 Batch Threads.

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

Part #: B91158, Retired Part #: B88869

EXAMPLE SUBSCRIPTION	PROCESSING LIMIT CALCULATION
100,000 Utilities Device Data Channels	100,000 / 90,000 * 3 = 3.33 Batch Threads. Rounding to the nearest positive multiple of 3 gives 3 Batch Threads. As 3 Batch Threads is less than the minimum of 6 Batch Threads, the processing limit is 6 Batch Threads.
500,000 Utilities Device Data Channels	500,000 / 90,000 * 3 = 16.66 Batch Threads. Rounding to the nearest positive multiple of 3 gives 18 Batch Threads. As 18 Batch Threads is greater than the minimum of 6 Batch Threads, the processing limit is 18 Batch Threads.

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

Part #: B91131, Retired Part #: B87110

EXAMPLE SUBSCRIPTION	USAGE LIMIT CALCULATION
100 Hosted Named Users	100 / 250 * 3 = 1.2 Batch Threads. Rounding to the nearest positive multiple of 3 gives 3 Batch Threads. As 3 Batch Threads is less than the minimum of 6 Batch Threads, the processing limit is 6 Batch Threads.
900 Hosted Named Users	900 / 250 * 3 = 10.8 Batch Threads. Rounding to the nearest positive multiple of 3 gives 12 Batch Threads. As 12 Batch Threads is greater than the minimum of 6 Batch Threads, the processing limit is 12 Batch Threads.

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

Part #: B91136, Retired Part #: B87111

EXAMPLE SUBSCRIPTION	USAGE LIMIT CALCULATION
3,000 x 100 Utilities Assets (300,000 Utilities Assets)	3,000 / 7,500 * 3 = 1.2 Batch Threads. Rounding to the nearest positive multiple of 3 gives 3 Batch Threads. As 3 Batch Threads is less than the minimum of 6 Batch Threads, the processing limit is 6 Batch Threads.
27,000 x 100 Utilities Assets (2,700,000 Utilities Assets)	27,000 / 7,500 * 3 = 10.8 Batch Threads. Rounding to the nearest positive multiple of 3 gives 12 Batch Threads. As 12 Batch Threads is greater than the minimum of 6 Batch Threads, the processing limit is 12 Batch Threads.

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

Part #: B90577, Retired Part #: B89070

Ordered with

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

Part #: B90582, Retired Part #: B90387

EXAMPLE SUBSCRIPTION	USAGE LIMIT CALCULATION
Oracle Utilities Customer Cloud Service with 60,000 Billable Service Customers per Month + Oracle Utilities Customer Cloud Service, Advanced Meter Solution with 100,000 Utilities Device Data Channels	*For Oracle Utilities Customer Cloud Service:* 60,000 / 50,000 * 3 = 3.6 Batch Threads. Rounding to the nearest positive multiple of 3 gives 3 Batch Threads. As 3 Batch Threads is less than the minimum of 6 Batch Threads, the processing limit is 6 Batch Threads (for Oracle Utilities Customer Cloud Service). *For Oracle Utilities Customer Cloud Service, Advanced Meter Solution:* 100,000 / 150,000 * 3 = 2 Batch Threads. Rounding to the nearest positive multiple of 3 gives 3 Batch Threads. As 3 Batch Threads is equal to the minimum of 3 Batch Threads, the processing limit is 3 Batch Threads in addition to those included with *Oracle Utilities Customer Cloud Service.* *For combination of both Cloud Services:* In total, the processing limit is 6 + 3 = 9 Batch Threads.
Oracle Utilities Customer Cloud Service with 725,000 Billable Service Customers per Month + Oracle Utilities Customer Cloud Service, Advanced Meter Solution with 760,000 Utilities Device Data Channels	*For Oracle Utilities Customer Cloud Service:* 725,000 / 50,000 * 3 = 43.5 Batch Threads. Rounding to the nearest positive multiple of 3 gives 45 Batch Threads. As 45 Batch Threads is greater than the minimum of 6 Batch Threads, the processing limit is 45 Batch Threads. *For Oracle Utilities Customer Cloud Service, Advanced Meter Solution:*

	760,000 / 150,000 * 3 = 15.2 Batch Threads.
	Rounding to the nearest positive multiple of 3 gives 15 Batch Threads.
	As 15 Batch Threads is greater than the minimum of 3 Batch Threads, the processing limit is 15 Batch Threads in addition to those included with *Oracle Utilities Customer Cloud Service.*
	For combination of both Cloud Services:
	In total, the processing limit is 45 + 15 = 60 Batch Threads

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

Part #: B90577, Retired Part #: B89070

Oracle Utilities Customer Care and Billing Cloud Service - Per Billable Service Customer per Month

Part #: B93369

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

Part #: B92661

EXAMPLE SUBSCRIPTION	USAGE LIMIT CALCULATION
60,000 Billable Service Customers per Month	60,000 / 50,000 * 3 = 3.6 Batch Threads.
	Rounding to the nearest positive multiple of 3 gives 3 Batch Threads.
	As 3 Batch Threads is less than the minimum of 6 Batch Threads, the processing limit is 6 Batch Threads.
725,000 Billable Service Customers per Month	725,000 / 50,000 * 3 = 43.5 Batch Threads.
	Rounding to the nearest positive multiple of 3 gives 45 Batch Threads.
	As 45 Batch Threads is greater than the minimum of 6 Batch Threads, the processing limit is 45 Batch Threads.

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

Part #: B92138

EXAMPLE SUBSCRIPTION	USAGE LIMIT CALCULATION
30,000 Registration Points	30,000 / 25,000 * 3 = 3.6 Batch Threads. Rounding to the nearest positive multiple of 3 gives 3 Batch Threads. As 3 Batch Threads is less than the minimum of 6 Batch Threads, the processing limit is 6 Batch Threads.
230,000 Registration Points	230,000 / 25,000 * 3 = 27.6 Batch Threads. Rounding to the nearest positive multiple of 3 gives 27 Batch Threads. As 27 Batch Threads is greater than the minimum of 6 Batch Threads, the processing limit is 27 Batch Threads.

Example Database Storage Limit Calculations

This section provides database storage limit calculation examples (for reference purposes only).

Oracle Utilities Digital Asset Cloud Service – Per 100 Utilities Assets per Month

Part #: B94952

EXAMPLE SUBSCRIPTION	USAGE LIMIT CALCULATION
3,000 x 100 Utilities Assets (300,000 Utilities Assets)	3,000 is between 625 and 3,000 x 100 Utilities Assets (inclusive), so the following storage limits apply per environment type: • Production: 50 GB • Test: 50 GB • Development: 50 GB
27,000 x 100 Utilities Assets (2,700,000 Utilities Assets)	27,000 is between 15,001 and 50,000 x 100 Utilities Assets (inclusive), so the following storage limits apply per environment type: • Production: 300 GB • Test: 300 GB • Development: 100 GB

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

Part #: B91158, Retired Part #: B88869

EXAMPLE SUBSCRIPTION	USAGE LIMIT CALCULATION
100,000 Utilities Device Data Channels	As 100,000 is less than 1,000,000 Utilities Device Data Channels, the following database storage limits apply per environment type: • Production: 1,750 GB • Test: 1,750 GB • Development: 500 GB
750,000 Utilities Device Data Channels	As 750,000 is less than 1,000,000 Utilities Device Data Channels, the following database storage limits apply per environment type: • Production: 1,750 GB • Test: 1,750 GB • Development: 500 GB
1,750,000 Utilities Device Data Channels	1,750,000 rounded down to the nearest million is 1,000,000, so the database storage limit of 1,750 is increased by 1,000 GB for Production and Test environments. The following database storage limits therefor apply per environment type:

| | • Production: 1,750 + 1,000 = 2,750 GB
• Test: 1,750 + 1,000 = 2,750 GB
• Development: 500 GB |

Oracle Utilities Work and Asset Cloud Service – Per Hosted Named User
Part #: B91131, Retired Part #: B87110

EXAMPLE SUBSCRIPTION	USAGE LIMIT CALCULATION
100 Hosted Named Users	As 100 is between 50 and 300 Hosted Named Users, the following storage limits apply per environment type: • Production: 50 GB • Test: 50 GB • Development: 50 GB
900 Hosted Named Users	As 900 is between 751 and 2,000 Hosted Named Users, the following storage limits apply per environment type: • Production: 300 GB • Test: 300 GB • Development: 100 GB

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

Part #: B91136, Retired Part #: B87111

EXAMPLE SUBSCRIPTION	USAGE LIMIT CALCULATION
3,000 x 100 Utilities Assets (300,000 Utilities Assets)	As 3,000 is between 1,000 and 3,000 x 100 Utilities Assets (inclusive), the following storage limits apply per environment type: • Production: 50 GB • Test: 50 GB • Development: 50 GB
27,000 x 100 Utilities Assets (2,700,000 Utilities Assets)	As 27,000 is between 15,000 and 50,000 x 100 Utilities Assets (inclusive), the following storage limits apply per environment type: • Production: 300 GB • Test: 300 GB • Development: 100 GB

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

Part #: B90577, Retired Part #: B89070

Ordered with

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

Part #: B90582, Retired Part #: B90387

EXAMPLE SUBSCRIPTION	USAGE LIMIT CALCULATION
Oracle Utilities Customer Cloud Service with 60,000 Billable Service Customers per Month + Oracle Utilities Customer Cloud Service, Advanced Meter Solution with 100,000 Utilities Device Data Channels	*For Oracle Utilities Customer Cloud Service:* As 60,000 is less than 125,000 Billable Service Customers, the following storage limits apply per environment type: • Production: 250 GB • Test: 250 GB • Development: 250 GB *For Oracle Utilities Customer Cloud Service, Advanced Meter Solution:* As 100,000 is less than 1,000,000 Utilities Device Data Channels, the following storage limits apply per environment type, in addition to the database storage limit included with *Oracle Utilities Customer Cloud Service:* • Production: 1,750 GB • Test: 1,750 GB *For combination of both Cloud Services:* The database storage limits for each cloud service, per environment type are then added together as follows: • Production: 250 + 1,750 = 2,000 GB • Test: 250 + 1,750 = 2,000 GB • Development: 250 GB
Oracle Utilities Customer Cloud Service with 725,000 Billable Service Customers per Month + Oracle Utilities Customer Cloud Service, Advanced Meter Solution with 760,000 Utilities Device Data Channels	*For Oracle Utilities Customer Cloud Service:* As 725,000 is between 500,001 and 1,000,000 Billable Service Customers, the following database storage limits apply per environment type: • Production: 1,250 GB • Test: 1,250 GB • Development: 500 GB

	For Oracle Utilities Customer Cloud Service, Advanced Meter Solution: As 760,000 is less than 1,000,000 Utilities Device Data Channels, the following database storage limits apply per environment type in addition to the database storage limits included with *Oracle Utilities Customer Cloud Service*.: • Production: 1,750 GB • Test: 1,750 GB *For combination of both Cloud Services:* The database storage limits for each cloud service, per environment type are then added together as follows: • Production: 1,250 + 1,750 = 3,000 GB • Test: 1,250 + 1,750 = 3,000 GB • Development: 500
Oracle Utilities Customer Cloud Service with 1,725,000 Billable Service Customers per Month + Oracle Utilities Customer Cloud Service, Advanced Meter Solution with 1,760,000 Utilities Device Data Channels	*For Oracle Utilities Customer Cloud Service:* As 1,725,000 is between 1,000,001 and 2,000,000 Billable Service Customers, the following database storage limits apply per environment type: • Production: 2,000 GB • Test: 2,000 GB • Development: 500 GB *For Oracle Utilities Customer Cloud Service, Advanced Meter Solution:* As 1,760,000 rounded down to the nearest million is 1,000,000, the following database storage limits apply per environment type in addition to the database storage limits included with *Oracle Utilities Customer Cloud Service*.: • Production: 1,750 + 1,000 = 2,750 GB • Test: 1,750 + 1,000 = 2,750 GB *For combination of both Cloud Services:* The database storage limits for each cloud service, per environment type are then added together as follows: • Production: 3,000 + 2,750 = 5,750 GB • Test: 3,000 + 2,750 = 5,750 GB • Development: 500 GB

Oracle Utilities Customer Care and Billing Cloud Service - Per Billable Service Customer per Month

Part #: B93369

EXAMPLE SUBSCRIPTION	USAGE LIMIT CALCULATION
60,000 Billable Service Customers per Month	As 60,000 is less than 125,000 Billable Service Customers, the following database storage limits apply per environment type: • Production: 250 GB • Test: 250 GB • Development: 250 GB
725,000 Billable Service Customers per Month	As 725,000 is between 500,001 and 1,000,000 Billable Service Customers, the following database storage limits apply per environment type: • Production: 1,250 GB • Test: 1,250 GB • Development: 500 GB

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

Part #: B90577, Retired Part #: B89070

EXAMPLE SUBSCRIPTION	USAGE LIMIT CALCULATION
60,000 Billable Service Customers per Month	As 60,000 is less than 125,000 Billable Service Customers, the following database storage limits apply per environment type: • Production: 250 GB • Test: 250 GB • Development: 100 GB
725,000 Billable Service Customers per Month	As 725,000 is between 500,001 and 1,000,000 Billable Service Customers, the following database storage limits apply per environment type: • Production: 1,250 GB • Test: 1,250 GB • Development: 500 GB

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

Part #: B92661

EXAMPLE SUBSCRIPTION	USAGE LIMIT CALCULATION

60,000 Billable Service Customers per Month	As 60,000 is between 30,001 and 125,000 Billable Service Customers, the following database storage limits apply per environment type: • Production: 1,000 GB • Test: 1,000 GB • Development: 100 GB
725,000 Billable Service Customers per Month	As 725,000 is between 500,001 and 1,000,000 Billable Service Customers, the following database storage limits apply per environment type: • Production: 7,500 GB • Test: 7,500 GB • Development: 100 GB

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

Part #: B92138

EXAMPLE SUBSCRIPTION	USAGE LIMIT CALCULATION
30,000 Registration Points	As 30,000 is between 10,001 and 50,000 Registration Points, the following database storage limits apply per environment type: • Production: 250 GB • Test: 250 GB • Development: 100 GB
230,000 Registration Points	As 230,000 is between 125,001 and 750,000 Registration Points, the following database storage limits apply per environment type: • Production: 2,500 GB • Test: 2,500 GB • Development: 100 GB