

**Oracle Utilities Customer Care and Billing
Release 2.5.0**

Utility Reference Model

3.3.2 Manage Service Agreement

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Oracle Utilities Customer Care and Billing Release 2.5.0 Utility Reference Model 3.3.2 Manage Service Agreement

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3.3.2 Manage Service Agreement

This section provides a description of the “Manage Service Agreement” business process, including:

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Brief Description

Business Process: 3.3.2 CC&B v2.5 Manage Service Agreement

Process Type: n/a

Parent Process: n/a

Sibling Processes: n/a

This process takes place when Service (premise-based or non-premise based) has to be established or stopped for the Customer based on Customer request or business decision. The process allows you to understand how relationships between Customer and Organization who provides the Services can be added or stopped. It also includes logical steps that need to be taken to add, finalize or close Service Agreements.

Business Process Diagrams

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