

Oracle Utilities Customer Program Management Cloud Service Overview Guide



Release 26.10
G58679-01
October 2026

ORACLE®

Copyright © 2026, Oracle and/or its affiliates.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software, software documentation, data (as defined in the Federal Acquisition Regulation), or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software," "commercial computer software documentation," or "limited rights data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle®, Java, MySQL, and NetSuite are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Oracle customer access to and use of Oracle support services will be pursuant to the terms and conditions specified in their Oracle order for the applicable services.

Contents

1 Introduction

2 Customer Program Management Cloud Service Overview

Welcome to Oracle Utilities Customer Program Management Cloud Service	1
Oracle Utilities Customer Program Management Cloud Service Applications	2
Oracle Utilities Customer Program Management Cloud Service Documentation	2
Regional Availability and Dedicated Region Cloud @ Customer Validation	3
Supported Client Platforms and Browsers	4
Supported Integrations	5
Application Integrations	5
Using Oracle Utilities Testing Accelerator with Oracle Utilities Cloud Services	5
High-Level Roles and Responsibilities	6
Operational Readiness Advisory	11

3 Implementation Support and Live Operate Services

Implementation Support Services	1
Live Operate Services	2

4 Oracle Utilities Cloud Services Third Party Software and Licenses

Third Party Software Notices	1
Third Party Software Licenses	3
Third Party Products	4
Notice Concerning Usage of ANTLR and ANTLR4	4
Notice Concerning Usage of Apache Software	4
Notice Concerning Usage of ASM	7
Notice Concerning Usage of Bouncy Castle Crypto API	8
Notice Concerning Usage of CodeMirror	8
Notice Concerning Usage of DOM4J	9
Notice Concerning Usage of ICU4J	9
Notice Concerning Usage of JavaScript Extension Toolkit	15
Notice Concerning Usage of jsdiff	16

Notice Concerning Usage of Simple Logging Facade for Java (SLF4J)	16
Notice Concerning Usage of Swagger-UI	17
Notice Concerning Usage of XStream	17

5 Oracle Utilities Cloud Services EU Data Act Reference Guide

1

Introduction

Welcome to the Oracle Utilities Customer Program Management Cloud Service Overview Guide. This document provides an overview of Oracle Utilities Customer Program Management Cloud Service, including:

- [Customer Program Management Cloud Service Overview](#)
- [Implementation Support and Live Operate Services](#)
- [Oracle Utilities Cloud Services Third Party Software and Licenses](#)
- [Oracle Utilities Cloud Services EU Data Act Reference Guide](#)

2

Customer Program Management Cloud Service Overview

This chapter provides an overview of the Oracle Utilities Customer Program Management Cloud Service, including:

- [Welcome to Oracle Utilities Customer Program Management Cloud Service](#)
- [Oracle Utilities Customer Program Management Cloud Service Applications](#)
- [Oracle Utilities Customer Program Management Cloud Service Documentation](#)
- [Regional Availability and Dedicated Region Cloud @ Customer Validation](#)
- [Supported Client Platforms and Browsers](#)
- [Supported Integrations](#)
- [High-Level Roles and Responsibilities](#)
- [Operational Readiness Advisory](#)

Welcome to Oracle Utilities Customer Program Management Cloud Service

Oracle Utilities Customer Program Management Cloud Service provides the core functionality for utilities to create, run, and maintain demand response and distributed energy resource programs as part of a larger distributed energy resource management system (DERMS).

Oracle Utilities Customer Program Management Cloud Service comprises the following functional areas:

- **Asset and Device Management:** Registration and maintenance of controllable assets, such as "smart" thermostats, electric vehicle chargers, storage batteries, and other types of devices (including meters for storing customer measurement data).
- **Program Enrollment / Unenrollment:** Identification specific customers that are eligible for particular programs, and establishing relationships between the customers, the programs, and if appropriate, device locations where one more controllable devices are (or have been) installed.
- **Program Management:** Creation and maintenance of Demand Response (DR) and Distributed Energy Resource (DER) programs to which customers can subscribe and which allow utilities to temporarily alter the settings of specific devices in their homes as a response to periods of high demand.
- **Program Subscriptions:** Maintenance of a customer's program subscriptions, which represent the customer's enrollment in a program and device registration. Program subscriptions link the customer to a program and device location where controllable devices are installed.
- **Demand Response Event Management:** Identification and reservation of a customer's controllable devices in response to usage demand.

- Measurement Processing : Receipt of measurement data from a customer information system used in program even settlement calculations.
- Program and Customer Settlement: Calculation of credits to be applied to customer bills based on participation in events. Calculations are performed for each event, and then all of the events in which a customer has participated are summarized.
- Oracle Utilities Cloud Service Foundation: tools used to orchestrate and automate infrastructure related processes, migrate data from legacy applications into the cloud service, and manage batch scheduling and processing using the SaaS Batch Scheduler.
- Oracle Utilities Analytics Visualization: a suite of analytics applications that provides access to data for self service exploration, discovery, visualization, and analysis. It includes rich pre-built analytical data models, metrics, and key performance indicators that allow you to derive strategic insights from your data.

Oracle Utilities Customer Program Management Cloud Service Applications

Oracle Utilities Customer Program Management Cloud Service includes the following applications:

- Oracle Utilities Digital Asset Management
- Oracle Utilities Cloud Service Foundation
- Oracle Utilities Testing Accelerator
- Oracle Analytics Publisher
- Oracle REST Data Services

Oracle Utilities Customer Program Management Cloud Service Documentation

Configuration and use of Oracle Utilities Customer Program Management Cloud Service is described in the following documentation:

- Oracle Utilities Customer Program Management Cloud Service User Guides, comprising:
 - Oracle Utilities Work and Asset Management and Operational Device Management v26.10 Business User Guide
 - Oracle Utilities Work and Asset Management and Operational Device Management v26.10 Administrative User Guide
- Oracle Utilities Cloud Services 26.10 documentation, including:
 - Oracle Utilities Cloud Service Foundation Administrative User Guide
 - Oracle Utilities Cloud Services Administration Guide
 - Oracle Utilities Cloud Services Database Changes Guide
 - Oracle Utilities Cloud Services Frequently Asked Questions Guide
 - Oracle Utilities Cloud Services Implementation Guide
 - Oracle Utilities Cloud Services Live Operations Guide
 - Oracle Utilities Cloud Services Security Guide

- Oracle Utilities Cloud Services Activation Guide
- Oracle Utilities Cloud Service Platform What's New
- Oracle Utilities Cloud Services Cloud Operations Guide
- Oracle Utilities Cloud Services Cloud Service Console User Guide
- Oracle Utilities Cloud Service Update Policy Guide
- Oracle Utilities Testing Accelerator documentation
- Oracle Utilities Analytics Visualization User Guide

Regional Availability and Dedicated Region Cloud @ Customer Validation

Oracle Utilities cloud services are supported in specific geographic and Oracle Cloud Infrastructure (OCI) regions

In addition, several Oracle Utilities cloud services have been validated on Oracle Dedicated Region Cloud @ Customer (DRCC).

Oracle Cloud Infrastructure Region Availability

Oracle Utilities cloud services are supported in the following Oracle Cloud Infrastructure regions:

Geographical Region	OCI Region Name	OCI Region Identifier	OCI Region Location	OCI Region Key	Realm Key	Availability Domains	Disaster Recovery Role* (where applicable)
APAC SG001 (OC1)	Australia East (Sydney)	ap-sydney-1	Sydney, Australia	SYD	OC1	1	Primary
APAC SG001 (OC1)	Australia Southeast (Melbourne)	ap-melbourne-1	Melbourne, Australia	MEL	OC1	1	Secondary
APAC SG001 (OC1)	Singapore (Singapore)	ap-singapore-1	Singapore, Singapore	SIN	OC1	1	Primary
APAC SG001 (OC1)	Japan East (Tokyo)	ap-tokyo-1	Tokyo, Japan	NRT	OC1	1	Secondary
North America US001 (OC1)	Canada Southeast (Toronto)	ca-toronto-1	Toronto, Canada	YYZ	OC1	1	Primary
North America US001 (OC1)	Canada Southeast (Montreal)	ca-montreal-1	Montreal, Canada	YUL	OC1	1	Secondary

Geographical Region	OCI Region Name	OCI Region Identifier	OCI Region Location	OCI Region Key	Realm Key	Availability Domains	Disaster Recovery Role* (where applicable)
North America US001 (OC1)	US East (Ashburn)	us-ashburn-1	Ashburn, VA	IAD	OC1	3	Primary/Secondary
North America US001 (OC1)	US West (Phoenix)	us-phoenix-1	Phoenix, AZ	PHX	OC1	3	Primary/Secondary
EUROPE EU001 (OC1)	Germany Central (Frankfurt)	eu-frankfurt-1	Frankfurt, Germany	FRA	OC1	3	Primary/Secondary
Europe UK001 (OC1)	UK South (London)	uk-london-1	London, United Kingdom	LHR	OC1	3	Primary/Secondary

* Disaster Recovery roles are not currently configurable.

Oracle Dedicated Region Cloud @ Customer Validation

The following Oracle Utilities cloud services have been validated on [Oracle Dedicated Region Cloud @ Customer](#) (DRCC).

Cloud Service	Status
Oracle Utilities Billing Cloud Service (BCS)	Validated
Oracle Utilities Customer Care and Billing Cloud Service (CCBCS)	Validated
Oracle Utilities Customer Cloud Service (CCS)	Validated
Oracle Utilities Customer Cloud Service for Retail (CCS-R)	Validated
Oracle Utilities Customer Program Management Cloud Service (CPMCS)	Validated
Oracle Utilities Market Settlements Management Cloud Service (MSMCS)	Validated
Oracle Utilities Meter Solution Cloud Service (MSCS)	Validated
Oracle Utilities Rate Cloud Service (RCS)	Validated
Oracle Utilities Work and Asset Cloud Service (WACS)	Validated
Customer Experience for Utilities – Fusion Agent Service Cloud Service	Validated
Customer Experience for Utilities – Fusion Sales Cloud Service	Validated

Supported Client Platforms and Browsers

Users access Oracle Utilities cloud services via a supported web browser.

Oracle Utilities cloud services support the following operating system & web browser combinations:

Operating System	Web Browser
Windows 11	Mozilla Firefox ESR 140+ Google Chrome for Enterprise 151+ Microsoft Edge (Chromium-based) 151+ (see the Microsoft Edge Release Schedule for more information)
iPad2 iOS 10.x (Work and Asset Cloud Service ONLY)	Apple Safari 17 (selected flows and portals only)

The recommended monitor resolution is 1920 X 1080 or higher with the browser zoom level set at 100%. The application can be used with lower resolution monitors and/or at a greater than 100% browser zoom level, but users may need to use horizontal scrolling on some pages.

Supported Integrations

Oracle Utilities Customer Program Management Cloud Service supports integration with a number of other products. See the following section for details:

- [Application Integrations](#)
- [Using Oracle Utilities Testing Accelerator with Oracle Utilities Cloud Services](#)

Application Integrations

The table below lists Oracle products and applications that can be integrated with Oracle Utilities Customer Program Management Cloud Service, and provides the product name and version, cloud service version(s), and the integration platform that enables the integration.

Oracle Product	Cloud Service Version(s)	Integration Platform
Oracle Utilities Customer Program Management Cloud Service Integration to Oracle Utilities Distributed Energy Resources Management System	CPMCS 26.10	Oracle Integration Cloud
Oracle Utilities Customer Program Management Cloud Service Integration to Oracle Field Service	CPMCS 26.10	Oracle Integration Cloud
Oracle Utilities Customer Cloud Service Integration to Oracle Utilities Customer Program Management Cloud Service	CPMCS 26.10	Oracle Integration Cloud

Using Oracle Utilities Testing Accelerator with Oracle Utilities Cloud Services

Oracle Utilities Testing Accelerator (OUTA) is a testing framework based on Java and Selenium used for automated testing of Oracle Utilities applications and cloud services. It allows for developing, managing and executing web service and user interface based automated tests, using meta-data based approach, without any programming language. Oracle Utilities Testing Accelerator has a user friendly graphical web interface that enables people without much programming knowledge to develop automated test flows.

Along with the automation framework, Oracle Utilities Testing Accelerator includes an accelerator that supports automated testing of Oracle Utilities cloud services, such as Oracle Utilities Customer Cloud Service and Oracle Utilities Work and Asset Cloud Service. The accelerator contains several hundred re-usable components that are the modular building blocks of an automated test flow. The Oracle Utilities Testing Accelerator user interface allows for these components to be laced together to form an automated test flow. The test data can then be coupled to the automated test flow and executed using the browser-based execution engine within the Oracle Utilities Testing Accelerator web application.

The browser-based test execution engine should be used for the execution of web service based test automation flows. In addition to the web interface, Oracle Utilities Testing Accelerator includes an eclipse IDE plugin that supports the execution of tests from local desktops or laptops. This mode should be used for executing user interface based tests that are developed using the Oracle Utilities Testing Accelerator web application. The script generation engine in the Oracle Utilities Testing Accelerator web interface auto generates the scripts for user interface based tests, which can then be executed via the Eclipse IDE (with the Oracle Utilities Testing Accelerator plugin).

The following features of Oracle Utilities Testing Accelerator have been enhanced so that they work with Oracle Utilities cloud services:

1. For executing the web service based test automation flows, the Flow Configuration that contains the web service URL along with additional properties such as smtp server, etc is pre-defined to work with Oracle Utilities cloud services. Users need not create a new Flow Configuration. **See the Executing Test Flows and Executing Test Flows Using a Browser** sections in the *Oracle Utilities Testing Accelerator User Guide* for more information.
2. For generating components using the component generator tool, the complete WSDL URL need not be specified in the field, only the web service end point name needs to be provided. **See the Development Accelerator Tools and Component Generation Tool** sections in the *Oracle Utilities Testing Accelerator User Guide* for more information.
3. For fetching test data from the Oracle Utilities cloud services, the WSDL URL need not be specified, only the web service end point name should be specified. See the **Fetching Test Data From an Utilities Application** section in the *Oracle Utilities Testing Accelerator User Guide* for more information.
4. Oracle Utilities Testing Accelerator is integrated with Oracle Cloud Infrastructure Identity and Access Management (IAM) with Identity Domains when using it with cloud services. The management of users in Oracle Utilities Testing Accelerator web application should be done through IAM. See **Identity and Access Management with Identity Domains** in the *Oracle Utilities Cloud Services Administration Guide* for more information about creating and managing users.

High-Level Roles and Responsibilities

This section outlines high-level roles and responsibilities involved in the deployment, configuration, and maintenance of Oracle Utilities cloud services, and the party responsible for each. The **Owner** column in the tables below indicates the party responsible for each role and responsibility.

Hardware, Storage, Technology, and Application Software

Role and Responsibility	Owner
Provide, deploy and monitor hardware and storage	Oracle

Role and Responsibility	Owner
Provide, deploy, run and monitor all required technology (such as containers, operating systems, databases, clustering, monitoring, tracing)	Oracle
Provide, deploy, run and monitor all Oracle Utilities base application software	Oracle
Plan, prepare, and perform configurations for uninterrupted operations, in case of a Disaster Recovery (DR) event	Customer

Security

Role and Responsibility	Owner
Monitor cloud service infrastructure security	Oracle
Administer Oracle network security	Oracle
Administer customer network security (for example Cloud Guard, enable Multi-factor Authentication, review users, logs, and so on), including integrating with the Oracle networks	Customer
Configure & maintain cloud service users and access	Customer
Integrate with Oracle networks	Customer
Pro-actively monitor and maintain unexpired, secured, and valid TLS / SSL Certificates on customer-specific DNS entries requested for outbound traffic from the Oracle Cloud Infrastructure (OCI) network.	Customer
Perform security monitoring via Access Logs	Customer

Database

Role and Responsibility	Owner
Database administration services (monitoring, administration, etc)	Oracle
Backup and Restore	Oracle
Backup retention	Oracle
Data replication for Disaster Recovery (where applicable)	Oracle
Disaster Recovery database fail-over	Oracle
Refresh of a target environment from an existing environment, such as from PROD to TEST (upon customer request and within prescribed limits)	Customer and Oracle
Information Lifecycle Management, including activities such as adding historical months partitions, running compression, and dropping old partitions to maintain storage usage within subscribed limits	Customer
Information Lifecycle Management - Add future month partitions (ONLY)	Oracle

Role and Responsibility	Owner
Provide a daily off-peak time window during which Oracle can perform required database maintenance activities, and during which the customer will minimize the usage of the cloud service so as to avoid any performance-related issues during the defined time window.	Customer
Extract, analyze, and provide (as requested) Performance Hub reports from environments.	Customer

Implementation, Configuration, and Extensions

Role and Responsibility	Owner
Plan and execute implementation project	Customer
Perform configuration of enterprise software features and functions	Customer
Execute functional, system, load and performance testing of configuration and extensions	Customer
Ensure operational readiness	Customer

Patching and Upgrading

Role and Responsibility	Owner
Patch and upgrade underlying infrastructure software	Oracle
Patch and upgrade Oracle Utilities base application software	Oracle
Decide the cloud service upgrade schedule (within prescribed limits)	Customer
Trigger environment upgrades (Development, Test and Production)	Customer
Perform regression testing of configuration and extensions after patching / upgrades	Customer
Make changes as needed in custom configuration and extensions after patching / upgrades	Customer

Batch Processing

Role and Responsibility	Owner
Monitor underlying batch infrastructure	Oracle
Provide infrastructure logs for batch incidents	Oracle
Resolve infrastructure batch issues	Oracle
Determine batch schedule	Customer
Monitor batch stream/job completion	Customer
Perform first level investigation of batch issues	Customer
Provide customer logs of batch incidents	Customer
Resolve functional batch issues and stream/job restart	Customer
Resolve data issues	Customer

Cloud Service Delivery and Performance

Role and Responsibility	Owner
Provide scalable and elastic cloud services	Oracle
Provide core services and tools, including:	Oracle
• Embedded infrastructure and platform services • An extensible application framework • Highly configurable product features and functions • Content Migration Assistant • Data Migration Tools • Generalized/Specialized Data Extract	
Ensure quality of maintenance packs and updates	Oracle
Resolve performance issues related to core services and tools	Oracle
Configure features, and implement extensions	Customer
Perform functional and performance testing of configuration and extensions	Customer
Perform analysis of performance issues, including the use of Performance Hub reports	Customer
Resolve performance issues related to configuration, extensions, and data using business, batch and access logs, as well as Performance Hub reports	Customer
Subscribe to any additional resources required	Customer

Support

Role and Responsibility	Owner
Triage, analyze, and resolve issues with the cloud service	Oracle
Triage, analyze, and resolve issues with configuration and extensions	Customer
Review and analyze browser HAR (HTTP Archive) files in case of any online performance issues	Customer
Raise Service Requests via My Oracle Support and provide all requested information	Customer

Data Migration

Role and Responsibility	Owner
Provide data migration tools (SQL Loader, validation batch controls and so on)	Oracle
Provide guidelines on data migration via online documentation	Oracle
Triage, analyze, and resolve issues with the data migration tools via My Oracle Support	Oracle

Role and Responsibility	Owner
Create Service Request with Cloud Operations team to nominate the environment(s) to be used for conversion and for Cloud Operations team to disable internal database maintenance jobs. This is required before starting any conversion related activity during the implementation phase and another Service Request is required to enable the internal database maintenance jobs when the customer go live.	Customer
Define, review and execute data migration strategy in-line with the provided data migration tools	Customer
Review and follow documentation on data migration	Customer
Validate the Cloud Subscription Metrics with data migration scope metrics	Customer
Configuration and development work required for data migration	Customer
Data cleansing	Customer
Plan and execute data migration mock runs (Oracle suggests a minimum of three) to confirm successful testing results and ensure a clean data migration process.	Customer
Triage, analyze, and resolve data migration issues	Customer
Plan, review and execute cut-over activities	Customer
Ensure that before go live, all indexes are rebuilt and database objects statistics are up to date.	Customer
Create and execute plug-in driven batch programs to correct data errors during critical project milestones and after go-live, if needed	Customer

Integration

Role and Responsibility	Owner
Provide productized integrations (where explicitly agreed).	Oracle
Note Productized integrations require customer-specific configuration and (optionally) extension.	
Integrate Oracle Utilities cloud services with all other services or applications	Customer

GoldenGate Replication for Enterprise SaaS

Role and Responsibility	Owner
Deploy source components into the customer designated source environment	Oracle
Support the source components of the replication extract services as part of Enterprise SaaS	Oracle
Subscribe to all required SaaS and technology pre-requisites	Customer
Deploy, configure and operate target components	Customer
Ensure technical specialists are available on the project during initial implementation and ongoing live operate	Customer
Performance test and size the target components	Customer
Support the target components	Customer
Maintain the target data, indexes, etc.	Customer

Operational Readiness Advisory

This section outlines suggested validations as part of operational readiness testing:

- Confirm batch stability, day over day execution according to your production schedule, and that performance is within acceptable production window.
- Confirm stable batch execution for program enrollment/unenrollment, program transaction creation, and device control score extraction.
- Review daily To Do entry volumes and confirm them to be acceptable based on available staffing
- Update database partitioning prior to go live. See **Go-Live Checklist** in the **Information Lifecycle Management** chapter of the *Oracle Utilities Cloud Services Implementation Guide*.

3

Implementation Support and Live Operate Services

This chapter describes implementation support and live operate services for Oracle Utilities Customer Program Management Cloud Service:

- [Implementation Support Services](#)
- [Live Operate Services](#)

Implementation Support Services

Implementation Support Services are services that relate to the initial set up of Oracle Utilities cloud services. If Implementation Support Services are included in your Oracle Utilities cloud service(s), it will be stated in the relevant services descriptions.

The scope of the Implementation Support Services provided by Oracle is limited and currently includes (but it not limited to) the following:

Oracle will work to:

- Provide pre-configured templates (where available). These templates may be limited in scope (and may not completely align with the scope of the implementation project) and may only be available in the English language.
- Provide Utility Reference Model and other documentation describing the business processes that are the basis for the template configuration.
- To the extent necessary and under exceptional circumstances, execute scripts (authored by the customer) to resolve data issues.
 - Scripts submitted for execution to correct data issues will be subject to review for compliance with Oracle's Software Security Assurance standards. Scripts that do not comply will be returned for correction; resubmission will require a further compliance review with approval before execution will be scheduled.
 - There is a limit of four (4) script reviews in any calendar month. Review requests beyond this entitlement may be subject to additional fees.

Customers/Implementers retain complete responsibility for all other aspects of implementing the cloud service, including (but not limited to):

- Overall setup project management, including responsibility for management of the scope, the project plan/schedule and budget.
- End-user training activities and organizational change management.
- Leading and managing the user system review.
- Designing and testing all configurations and extensions to ensure they do not adversely affect performance.
- Identifying, designing, documenting and implementing any business process changes and system operation processes.

- Coordinating with external vendors or service providers to manage dependencies that could impact the overall project scope and schedule.
- Designating a project manager who shall be responsible for coordinating all customer/implementation related activities and responsibilities with respect to provisioning these Oracle Cloud Services.
- Business process change activities including end-user communication (e.g., status updates, newsletters, forums, etc.).
- Planning and executing all testing activities.
- All cut-over and roll-out activities.
- Business intelligence or data warehouse implementation/integration (if required).
- Procuring, setting up or otherwise provisioning any additional hardware, software or services as required.
- Providing any network hardware and/or software that may be required to connect to the Oracle Utilities cloud service(s).
- All data conversion/migration/cleansing activities such as:
 - Extracting, transforming and loading data into migration staging tables
 - Using cloud service data conversion tools (where available) to load data into the production environment
 - Creating or updating any required validation scripts
 - Any/all data cleansing activities that may be required (NB: these must be done in the source application(s) and not directly in the cloud service environment(s))
- Providing all in-scope data conversions and interfaces in formats supported by the relevant Oracle Utilities cloud service(s).
- The following interface/integration related activities:
 - Building and testing of any interfaces to or from the Oracle Utilities cloud service(s) (unless stated otherwise)
 - Any ongoing synchronization and interface monitoring activities between customer owned Customer Information System(s) (CIS) and Oracle Utilities cloud service(s)
 - Complete end to end integration flows using template interfaces
 - Any configuration of interfaces external to the Oracle Utilities cloud service(s) that are required to match the published specification for interfacing with the Oracle Utilities cloud service(s)

The provision of these Implementation Support Services is contingent on the following:

- Any integration middleware used to implement any integration will not be hosted within any Oracle Utilities cloud service(s).
- Turnaround time will be no longer than two (2) working days unless otherwise agreed. Turnaround time refers to time taken by the customer/implementation team to respond to and confirm design elements and decision points during the performance of the Implementation Support Services.

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. If Live

Operate Services are included in your Oracle Utilities cloud service(s), it will be stated in the relevant services descriptions.

The scope of the Live Operate Services provided by Oracle is limited and currently includes the following:

Oracle will work to:

- Provide you with access to a Customer Success Manager ("CSM") who will deliver customer success services. To learn more about what you can expect from a CSM, please visit <https://www.oracle.com/customer-hub/utilities/working-with-customer-success/>.
- Provide access to information about incidents and changes made to any of your Oracle Utilities cloud service environment(s).
- Upon request, create and deliver a Quarterly Status Report summarizing the activities undertaken over the past quarter and those scheduled as major future events.
- Upon request, offer quarterly meetings with customer/implementation oversight team to present, review and discuss the Quarterly Status Report.
- Monitor infrastructure and application availability and resolve any incident that is within Oracle's scope or responsibility.
- Provide primary Help Desk Services from 08:00 to 17:00 your local time on Oracle working days.
- Respond to severity 1 incidents 24 hours per day, 365 days per year.
- Provide incident management and problem management services for events related to Oracle Utilities Cloud Services, including:
 - Analyzing issues and resolving any incidents that are within Oracle's scope or responsibility
 - Escalating any issues not within Oracle's scope or responsibility to you for resolution
 - Provide infrastructure logs to assist in the diagnosis and remediation of incidents within your scope or responsibility. NB: these logs may be scrubbed for security purposes and other sensitive data.

Customers remain completely responsible for all other aspects of using or otherwise operating the cloud service. Examples of customer obligations in this regard would be to:

- Assign a manager to act as the primary conduit for all issues relating to the delivery of these services.
- Provide Oracle with the dates for key business and technology events (i.e. testing calendar, refresh schedule etc.) at least thirty (30) days prior to the event.
- Assign appropriate resources to support your activities.
- Support scheduling of meetings as required.
- Participate in all scheduled meetings.
- Manage all activities, including:
 - Prioritizing work activities
 - Providing coordination across any teams and/or interested parties external to Oracle.
 - Escalation of issues to the Oracle CSM in a timely manner.
 - Providing any information required to progress service requests. Oracle is not responsible for meeting any agreed (or stated) targets or objectives if required or requested information is not forthcoming in a timely manner.

- Assigning appropriate resources to conduct all required acceptance testing for all software packages delivered.
- Accepting all software packages prior to promotion to the Production environment.
- Maintaining a contact list for all persons performing governance functions.
- Participating in Oracle's internal quality assurance processes on a mutually agreed schedule.
- Manage the Oracle Utilities cloud services, including:
 - Defining and (as necessary) modifying batch schedules to meet business needs.
 - Monitoring batch and interface processes to confirm and verify completion.
 - Defining, implementing, testing and deploying any changes to the configuration and extensions required to:
 - * Resolve incidents or problems within the customers scope or responsibility
 - * Meet evolving business needs
 - * Conform with upgrades, patches or any other Oracle Utilities cloud service requirements or prerequisites.
- Notify Oracle of any incidents detected.
- Action each SR in accordance with the relevant Oracle Cloud Hosting and Delivery Policies.
- Establish the method of communication between the incident management team and the Oracle team for each incident.
- Redirect any SRs to the correct (non- Oracle) support team if the SR is not within the scope of the Oracle Utilities cloud service(s).
- Assist the Oracle team with SR analysis of data originating outside the applications.
- Correct business data as reasonably requested by Oracle to achieve closure of an identified problem.
- Monitor customer network and network connections to ensure sufficient bandwidth and performance.
- Conduct all functional, regression, performance, system integration, acceptance and/or user acceptance testing as appropriate, and accept and approve all software changes, prior to the production roll out of any change, in accordance with any agreed-on release management process, for any change resulting from:
 - An incident remedy or fix, or
 - Any service pack update or upgrade.
- Provide suitably qualified support personnel who are able to extract, interpret, analyze and respond to information provided in the Performance Hub reports.
- Provide authorizations and/or validations for data correction and/or adjustments to the supported environments.
- Apply configuration changes that are within the customer's or implementation's scope as recommended by Oracle to prevent recurring incidents.
- At Oracle's request, provide approval through the environment change management process for the installation of fixes to prevent recurring incidents.
- Initiate documented escalation processes when the urgency of the incident has increased due to business requirements.

- Provide incident support where the remediation is within Oracle's scope or responsibility, specifically:
 - Provide Oracle with access to the user who reported the problem.
 - Provide all information as reasonably requested by Oracle and participate in diagnostics, including, but not limited to, business/access logs and Performance Hub reports.
 - Provide a test case and access to an environment where the SR incident is reproducible.
- Provide Oracle, as necessary, with access to any other support teams.
- Acknowledge that the supplied break-fix resolves the incident or problem and accept the SR closure.
- Provide internal approvals to Oracle before the migration of any change recommended by Oracle into a production environment.
- When an incident or problem is determined by Oracle to be unrelated to an Oracle Utilities cloud service or to be caused by data problems arising from data conversion or some other error, a separate, paid contract may be required to cover Oracle's time spent investigating and, if relevant, correcting the problem at Oracle's prevailing time and materials rates, and to reimburse Oracle for all reasonable out of pocket expenses.

4

Oracle Utilities Cloud Services Third Party Software and Licenses

This chapter provides information regarding third-party software used in Oracle Utilities cloud services, including:

- [Third Party Software Notices](#)
- [Third Party Software Licenses](#)

Third Party Software Notices

Required notices for open source or other separately licensed software products or components distributed in this product are identified in the following table along with the applicable licensing information. Additional notices and/or licenses may be found in the included documentation or readme files of the individual third party software.

Note

A copy of each license appears in the **Third Party Licenses** section, unless otherwise noted

Provider	Component	Version	License Information
Apache Software Foundation	Ant	1.10.15	Copyright 1999-2023 The Apache Software Foundation The <sync> task is based on code Copyright (c) 2002, Landmark Graphics Corp that has been kindly donated to the Apache Software Foundation.
Apache Software Foundation	Commons Beanutils	2.0.0-M2	Copyright 2000-2025 The Apache Software Foundation
Apache Software Foundation	Commons Codec	1.18.0	Copyright 2002-2025 The Apache Software Foundation
Apache Software Foundation	Commons Collections	4.5.0	Copyright 2001-2025 The Apache Software Foundation
Apache Software Foundation	Commons CLI	1.11.0	Copyright 2002-2025 The Apache Software Foundation
Apache Software Foundation	Commons Fileupload	2.0.0-M4	Copyright 2002-2025 The Apache Software Foundation
Apache Software Foundation	Commons IO	2.21.0	Copyright 2002-2025 The Apache Software Foundation
Apache Software Foundation	Commons Lang	3.20.0	Copyright 2001-2025 The Apache Software Foundation
Apache Software Foundation	Commons Logging	1.3.5	Copyright 2001-2024 The Apache Software Foundation

Provider	Component	Version	License Information
Apache Software Foundation	Commons Text	1.14.0	Copyright 2014-2024 The Apache Software Foundation
Apache Software Foundation	Groovy	4.0.28	Copyright 2003-2023 The Apache Software Foundation
Apache Software Foundation	HttpClient5	5.6.4	Copyright 2005-2024 The Apache Software Foundation
Apache Software Foundation	HttpCore5	5.4.3	Copyright 2005-2024 The Apache Software Foundation
Apache Software Foundation	HttpCore5-h2	5.4.3	Copyright 2005-2024 The Apache Software Foundation
Apache Software Foundation	Log4j Core	2.26.1	Copyright 1999-2024 Apache Software Foundation
Apache Software Foundation	Log4j API	2.26.1	Copyright 1999-2024 Apache Software Foundation
Apache Software Foundation	Velocity Engine	2.4.1	Copyright (C) 2000-2007 The Apache Software Foundation
Apache Software Foundation	XMLSchema Core	2.3.2	Copyright 2004-2025 The Apache Software Foundation Portions Copyright 2006 International Business Machines Corp. Portions Copyright (C) World Wide Web Consortium 2006, 2007 and licensed under the three-part BSD license.
Codehaus	Jettison	1.5.7	Copyright 2006 Envoi Solutions LLC Licensed under the Apache License, Version 2.0 (the "License"); you may not use this file except in compliance with the License. You may obtain a copy of the License at http://www.apache.org/licenses/LICENSE-2.0 .
Connect2id Ltd.	Nimbus JOSE+JWT	10.4.1	Copyright 2012-2024, Connect2id Ltd.
FasterXML, LLC	jackson-annotations	2.22	Copyright 2007-, Tatu Saloranta (tatu.saloranta@iki.fi)
FasterXML, LLC	jackson-core	3.2.2	Copyright 2007-, Tatu Saloranta (tatu.saloranta@iki.fi)
FasterXML, LLC	jackson-databind	3.2.2	Copyright 2007-, Tatu Saloranta (tatu.saloranta@iki.fi)
INRIA, France Telecom	ASM	9.9.1	Copyright (c) 2000-2011 INRIA, France Telecom All rights reserved.
Joe Walnes	XStream	1.4.21	Copyright (c) 2003-2006, Joe Walnes Copyright (c) 2006-2019, XStream Committers All rights reserved.
JSON-SMART authors	accessors-smart	2.6.0	Copyright 2011-2025 JSON-SMART authors
JSON-SMART authors	json-smart	2.5.2	Copyright 2011-2024 JSON-SMART authors

Provider	Component	Version	License Information
Kevin Decker	jsdiff	8.0.2	Copyright (c) 2009-2015, Kevin Decker <kpdecker@gmail.com> All rights reserved.
Marijn Haverbeke	CodeMirror	5.65.21	Copyright (C) 2017 by Marijn Haverbeke <marijnh@gmail.com> and others
MetaStuff, Ltd.	Dom4j	2.2.0	Copyright 2001-2023 (C) MetaStuff, Ltd. and DOM4J contributors. All Rights Reserved.
Oracle	JavaScript Extension Toolkit (JET)	20.1.1	Copyright (c) 2014, 2026 Oracle and/or its affiliates
Public Domain	tz_database	2026b	
Quality Open Software (QOS.ch)	jcl-over-slf4j	2.0.17	Copyright (c) 2004-2023 QOS.ch All rights reserved.
Quality Open Software (QOS.ch)	slf4j-api	2.0.17	Copyright (c) 2004-2023 QOS.ch All rights reserved.
Rafael Winterhalter	byte-buddy	1.17.5	
Red Hat, Inc., JBoss Community	JBoss Logging	3.6.1 Final	Copyright 2010 Red Hat, Inc.
SmartBear Software	swagger-ui	5.20.7	Copyright 2020-2021 SmartBear Software Inc.
Terence Parr	ANTLR	2.7.7	Copyright (c) 2012 Terence Parr and Sam Harwell. All Rights Reserved. BSD License: http://opensource.org/licenses/BSD-3-Clause .
Terence Parr	ANTLR4 Java Runtime	4.13.2	Copyright (c) 2012-2022 The ANTLR Project. All rights reserved.
The Legion of the Bouncy Castle	The Bouncy Castle Crypto Package For Java	1.86	Copyright (c) 2000-2026 The Legion of the Bouncy Castle Inc. (https://www.bouncycastle.org https://www.bouncycastle.org).
The Unicode Consortium	ICU4J	77.1	Copyright © 2016-2025 Unicode, Inc. All rights reserved. Distributed under the Terms of Use in https://www.unicode.org/copyright.html .

Third Party Software Licenses

This section provides license and copyright information for the associated products. This includes the following:

- [Notice Concerning Usage of ANTLR and ANTLR4](#)
- [Notice Concerning Usage of Apache Software](#)
- [Notice Concerning Usage of ASM](#)
- [Notice Concerning Usage of CodeMirror](#)
- [Notice Concerning Usage of DOM4J](#)
- [Notice Concerning Usage of ICU4J](#)

- [Notice Concerning Usage of JavaScript Extension Toolkit](#)
- [Notice Concerning Usage of jsdiff](#)
- [Notice Concerning Usage of Simple Logging Facade for Java \(SLF4J\)](#)
- [Notice Concerning Usage of Swagger-UI](#)
- [Notice Concerning Usage of XStream](#)

Third Party Products

The following sections provide notices and information about the third party products indicated.

Notice Concerning Usage of ANTLR and ANTLR4

[The BSD License]

ANTLR: Copyright (c) 2012 Terence Parr and Sam Harwell. All Rights Reserved.

ANTLR4: Copyright (c) 2012-2022 The ANTLR Project. All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

1. Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.
2. Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.
3. Neither the name of the author nor the names of its contributors may be used to endorse or promote products derived from this software without specific prior written permission.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT OWNER OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Notice Concerning Usage of Apache Software

The following files are covered under the Apache 2.0 license:

- ant-rel-1.10.15.jar
- assessors-smart-v2.6.0.jar
- byte-buddy-v1.17.5.jar
- commons-beanutils-core-2.0.0-M2.jar
- commons-codec-1.8.0.jar
- commons-collections-4.5.0.jar

- commons-cli-1.11.0.jar
- commons-fileupload-2.0.0-M4.jar
- commons-io-2.21.jar
- commons-lang-3.20.jar
- commons-logging-1.3.5.jar
- commons-text-1.14.0.jar
- groovy-4.0.28.jar
- httpclient5-5.6.4.jar
- httpcore5-5.4.3.jar
- httpcore5-h2-5.4.3.jar
- jboss-logging-3.6.1.jar
- jackson-annotations-2.22
- jackson-core-3.2.2
- jackson-databind-3.2.2
- jettison-1.5.7.jar
- json-smart-v2.5.2.jar
- jcl-over-slf4j-2.0.17.jar
- log4j-api-2.26.1.jar
- log4j-core-2.26.1.jar
- nimbus-jose-jwt-10.4.1.jar
- velocity-2.4.1.jar
- xmlschema-core-2.3.2.jar

Apache License

Version 2.0, January 2004 <http://www.apache.org/licenses/>

TERMS AND CONDITIONS FOR USE, REPRODUCTION, AND DISTRIBUTION

1. Definitions.

“License” shall mean the terms and conditions for use, reproduction, and distribution as defined by Sections 1 through 9 of this document.

“Licensor” shall mean the copyright owner or entity authorized by the copyright owner that is granting the License.

“Legal Entity” shall mean the union of the acting entity and all other entities that control, are controlled by, or are under common control with that entity. For the purposes of this definition, “control” means (i) the power, direct or indirect, to cause the direction or management of such entity, whether by contract or otherwise, or (ii) ownership of fifty percent (50%) or more of the outstanding shares, or (iii) beneficial ownership of such entity.

“You” (or “Your”) shall mean an individual or Legal Entity exercising permissions granted by this License.

“Source” form shall mean the preferred form for making modifications, including but not limited to software source code, documentation source, and configuration files.

“Object” form shall mean any form resulting from mechanical transformation or translation of a Source form, including but not limited to compiled object code, generated documentation, and conversions to other media types.

“Work” shall mean the work of authorship, whether in Source or Object form, made available under the License, as indicated by a copyright notice that is included in or attached to the work (an example is provided in the Appendix below).

“Derivative Works” shall mean any work, whether in Source or Object form, that is based on (or derived from) the Work and for which the editorial revisions, annotations, elaborations, or other modifications represent, as a whole, an original work of authorship. For the purposes of this License, Derivative Works shall not include works that remain separable from, or merely link (or bind by name) to the interfaces of, the Work and Derivative Works thereof.

“Contribution” shall mean any work of authorship, including the original version of the Work and any modifications or additions to that Work or Derivative Works thereof, that is intentionally submitted to Licensor for inclusion in the Work by the copyright owner or by an individual or Legal Entity authorized to submit on behalf of the copyright owner. For the purposes of this definition, “submitted” means any form of electronic, verbal, or written communication sent to the Licensor or its representatives, including but not limited to communication on electronic mailing lists, source code control systems, and issue tracking systems that are managed by, or on behalf of, the Licensor for the purpose of discussing and improving the Work, but excluding communication that is conspicuously marked or otherwise designated in writing by the copyright owner as “Not a Contribution.”

“Contributor” shall mean Licensor and any individual or Legal Entity on behalf of whom a Contribution has been received by Licensor and subsequently incorporated within the Work.

2. **Grant of Copyright License.** Subject to the terms and conditions of this License, each Contributor hereby grants to You a perpetual, worldwide, non-exclusive, no-charge, royalty-free, irrevocable copyright license to reproduce, prepare Derivative Works of, publicly display, publicly perform, sublicense, and distribute the Work and such Derivative Works in Source or Object form.
3. **Grant of Patent License.** Subject to the terms and conditions of this License, each Contributor hereby grants to You a perpetual, worldwide, non-exclusive, no-charge, royalty-free, irrevocable (except as stated in this section) patent license to make, have made, use, offer to sell, sell, import, and otherwise transfer the Work, where such license applies only to those patent claims licensable by such Contributor that are necessarily infringed by their Contribution(s) alone or by combination of their Contribution(s) with the Work to which such Contribution(s) was submitted. If You institute patent litigation against any entity (including a cross-claim or counterclaim in a lawsuit) alleging that the Work or a Contribution incorporated within the Work constitutes direct or contributory patent infringement, then any patent licenses granted to You under this License for that Work shall terminate as of the date such litigation is filed.
4. **Redistribution.** You may reproduce and distribute copies of the Work or Derivative Works thereof in any medium, with or without modifications, and in Source or Object form, provided that You meet the following conditions:
You must give any other recipients of the Work or Derivative Works a copy of this License;
and
You must cause any modified files to carry prominent notices stating that You changed the files; and
You must retain, in the Source form of any Derivative Works that You distribute, all copyright, patent, trademark, and attribution notices from the Source form of the Work, excluding those notices that do not pertain to any part of the Derivative Works; and

If the Work includes a "NOTICE" text file as part of its distribution, then any Derivative Works that You distribute must include a readable copy of the attribution notices contained within such NOTICE file, excluding those notices that do not pertain to any part of the Derivative Works, in at least one of the following places: within a NOTICE text file distributed as part of the Derivative Works; within the Source form or documentation, if provided along with the Derivative Works; or, within a display generated by the Derivative Works, if and wherever such third-party notices normally appear. The contents of the NOTICE file are for informational purposes only and do not modify the License. You may add Your own attribution notices within Derivative Works that You distribute, alongside or as an addendum to the NOTICE text from the Work, provided that such additional attribution notices cannot be construed as modifying the License. You may add Your own copyright statement to Your modifications and may provide additional or different license terms and conditions for use, reproduction, or distribution of Your modifications, or for any such Derivative Works as a whole, provided Your use, reproduction, and distribution of the Work otherwise complies with the conditions stated in this License.

5. **Submission of Contributions.** Unless You explicitly state otherwise, any Contribution intentionally submitted for inclusion in the Work by You to the Licensor shall be under the terms and conditions of this License, without any additional terms or conditions. Notwithstanding the above, nothing herein shall supersede or modify the terms of any separate license agreement you may have executed with Licensor regarding such Contributions.
6. **Trademarks.** This License does not grant permission to use the trade names, trademarks, service marks, or product names of the Licensor, except as required for reasonable and customary use in describing the origin of the Work and reproducing the content of the NOTICE file.
7. **Disclaimer of Warranty.** Unless required by applicable law or agreed to in writing, Licensor provides the Work (and each Contributor provides its Contributions) on an "AS IS" BASIS, WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, either express or implied, including, without limitation, any warranties or conditions of TITLE, NON-INFRINGEMENT, MERCHANTABILITY, or FITNESS FOR A PARTICULAR PURPOSE. You are solely responsible for determining the appropriateness of using or redistributing the Work and assume any risks associated with Your exercise of permissions under this License.
8. **Limitation of Liability.** In no event and under no legal theory, whether in tort (including negligence), contract, or otherwise, unless required by applicable law (such as deliberate and grossly negligent acts) or agreed to in writing, shall any Contributor be liable to You for damages, including any direct, indirect, special, incidental, or consequential damages of any character arising as a result of this License or out of the use or inability to use the Work (including but not limited to damages for loss of goodwill, work stoppage, computer failure or malfunction, or any and all other commercial damages or losses), even if such Contributor has been advised of the possibility of such damages.
9. **Accepting Warranty or Additional Liability.** While redistributing the Work or Derivative Works thereof, You may choose to offer, and charge a fee for, acceptance of support, warranty, indemnity, or other liability obligations and/or rights consistent with this License. However, in accepting such obligations, You may act only on Your own behalf and on Your sole responsibility, not on behalf of any other Contributor, and only if You agree to indemnify, defend, and hold each Contributor harmless for any liability incurred by, or claims asserted against, such Contributor by reason of your accepting any such warranty or additional liability.

END OF TERMS AND CONDITIONS

Notice Concerning Usage of ASM

Copyright (c) 2000-2011, INRIA, France Telecom All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

1. Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.
2. Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.
3. Neither the name of the copyright holders nor the names of its contributors may be used to endorse or promote products derived from this software without specific prior written permission.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT OWNER OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE)

ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Notice Concerning Usage of Bouncy Castle Crypto API

Copyright (c) 2000-2026 The Legion of the Bouncy Castle Inc. (<https://www.bouncycastle.org><https://www.bouncycastle.org>).

Permission is hereby granted, free of charge, to any person obtaining a copy of this software and associated documentation files (the "Software"), to deal in the Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, sublicense, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, subject to the following conditions:

The above copyright notice and this permission notice shall be included in all copies or substantial portions of the Software.

THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. IN NO EVENT SHALL THE AUTHORS OR COPYRIGHT HOLDERS BE LIABLE FOR ANY CLAIM, DAMAGES OR OTHER LIABILITY, WHETHER IN AN ACTION OF CONTRACT, TORT OR OTHERWISE, ARISING FROM, OUT OF OR IN CONNECTION WITH THE SOFTWARE OR THE USE OR OTHER DEALINGS IN THE SOFTWARE.

Notice Concerning Usage of CodeMirror

Copyright (C) 2017 by Marijn Haverbeke <marijnh@gmail.com> and others.

Permission is hereby granted, free of charge, to any person obtaining a copy of this software and associated documentation files (the "Software"), to deal in the Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, sublicense, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, subject to the following conditions:

The above copyright notice and this permission notice shall be included in all copies or substantial portions of the Software.

THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. IN NO EVENT SHALL THE AUTHORS OR COPYRIGHT HOLDERS BE LIABLE FOR ANY CLAIM, DAMAGES OR OTHER LIABILITY, WHETHER IN AN ACTION OF CONTRACT, TORT OR OTHERWISE, ARISING FROM, OUT OF OR IN CONNECTION WITH THE SOFTWARE OR THE USE OR OTHER DEALINGS IN THE SOFTWARE.

Notice Concerning Usage of DOM4J

Copyright 2001-2023 (C) MetaStuff, Ltd. All Rights Reserved.

Redistribution and use of this software and associated documentation ("Software"), with or without modification, are permitted provided that the following conditions are met:

1. Redistributions of source code must retain copyright statements and notices. Redistributions must also contain a copy of this document.
2. Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.
3. The name "DOM4J" must not be used to endorse or promote products derived from this Software without prior written permission of MetaStuff, Ltd. For written permission, please contact dom4j-info@metastuff.com.
4. Products derived from this Software may not be called "DOM4J" nor may "DOM4J" appear in their names without prior written permission of MetaStuff, Ltd. DOM4J is a registered trademark of MetaStuff, Ltd.
5. Due credit should be given to the DOM4J Project - <http://dom4j.sourceforge.net>

THIS SOFTWARE IS PROVIDED BY METASTUFF, LTD. AND CONTRIBUTORS ``AS IS" AND ANY EXPRESSED OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL METASTUFF, LTD. OR ITS CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Notice Concerning Usage of ICU4J

COPYRIGHT AND PERMISSION NOTICE (ICU 58 and later)

Copyright © 2016-2025 Unicode, Inc. All rights reserved.

Distributed under the Terms of Use in <http://www.unicode.org/copyright.html>.

Permission is hereby granted, free of charge, to any person obtaining a copy of the Unicode data files and any associated documentation (the "Data Files") or Unicode software and any associated documentation (the "Software") to deal in the Data Files or Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute,

and/or sell copies of the Data Files or Software, and to permit persons to whom the Data Files or Software are furnished to do so, provided that either

1. this copyright and permission notice appear with all copies of the Data Files or Software, or
2. this copyright and permission notice appear in associated Documentation. THE DATA FILES AND SOFTWARE ARE PROVIDED "AS IS", WITHOUT

WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A

PARTICULAR PURPOSE AND NONINFRINGEMENT OF THIRD PARTY RIGHTS.

IN NO EVENT SHALL THE COPYRIGHT HOLDER OR HOLDERS INCLUDED IN THIS NOTICE BE LIABLE FOR ANY CLAIM, OR ANY SPECIAL INDIRECT OR CONSEQUENTIAL DAMAGES, OR ANY DAMAGES WHATSOEVER RESULTING FROM LOSS OF USE, DATA OR PROFITS, WHETHER IN AN ACTION OF CONTRACT, NEGLIGENCE OR OTHER TORTIOUS ACTION, ARISING OUT OF OR IN CONNECTION WITH THE USE OR PERFORMANCE OF THE DATA FILES OR SOFTWARE.

Except as contained in this notice, the name of a copyright holder shall not be used in advertising or otherwise to promote the sale, use or other dealings in these Data Files or Software without prior written authorization of the copyright holder.

Third-Party Software Licenses

This section contains third-party software notices and/or additional terms for licensed third-party software components included within ICU libraries.

1. ICU License - ICU 1.8.1 to ICU 57.1 COPYRIGHT AND PERMISSION NOTICE
Copyright (c) 1995-2016 International Business Machines Corporation and others All rights reserved.

Permission is hereby granted, free of charge, to any person obtaining a copy of this software and associated documentation files (the "Software"), to deal in the Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, provided that the above copyright notice(s) and this permission notice appear in all copies of the Software and that both the above copyright notice(s) and this permission notice appear in supporting documentation.

THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OF THIRD PARTY RIGHTS. IN NO EVENT SHALL THE COPYRIGHT HOLDER OR HOLDERS INCLUDED IN THIS NOTICE BE LIABLE FOR ANY CLAIM, OR ANY SPECIAL INDIRECT OR CONSEQUENTIAL DAMAGES, OR ANY DAMAGES WHATSOEVER RESULTING FROM LOSS OF USE, DATA OR PROFITS, WHETHER IN AN ACTION OF CONTRACT, NEGLIGENCE OR OTHER TORTIOUS ACTION, ARISING OUT OF OR IN CONNECTION WITH THE USE OR PERFORMANCE OF THIS SOFTWARE.

Except as contained in this notice, the name of a copyright holder shall not be used in advertising or otherwise to promote the sale, use or other dealings in this Software without prior written authorization of the copyright holder.

All trademarks and registered trademarks mentioned herein are the property of their respective owners.

2. Chinese/Japanese Word Break Dictionary Data (cjdict.txt)

The Google Chrome software developed by Google is licensed under the BSD license. Other software included in this distribution is provided under other licenses, as set forth below.

The BSD License <http://opensource.org/licenses/bsd-license.php> Copyright (C) 2006-2008, Google Inc.

All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.

Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.

Neither the name of Google Inc. nor the names of its contributors may be used to endorse or promote products derived from this software without specific prior written permission.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT OWNER OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

The word list in cjdict.txt are generated by combining three word lists listed below with further processing for compound word breaking. The frequency is generated with an iterative training against Google web corpora.

Libtabe (Chinese)

- https://sourceforge.net/project/?group_id=1519
- Its license terms and conditions are shown below.
- IPADIC (Japanese)
 - <http://chasen.aist-nara.ac.jp/chasen/distribution.html>
 - Its license terms and conditions are shown below.

-----COPYING.libtabe ---- BEGIN-----

Copyright (c) 1999 TaBE Project.

Copyright (c) 1999 Pai-Hsiang Hsiao. All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.

Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.

Neither the name of the TaBE Project nor the names of its contributors may be used to endorse or promote products derived from this software without specific prior written permission.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE REGENTS OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT,

STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE)

ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Copyright (c) 1999 Computer Systems and Communication Lab, Institute of Information Science, Academia

Sinica. All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.

Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.

Neither the name of the Computer Systems and Communication Lab nor the names of its contributors may be used to endorse or promote products derived from this software without specific prior written permission.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE REGENTS OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT

LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT,

STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE)

ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Copyright 1996 Chih-Hao Tsai @ Beckman Institute,

University of Illinois

c-tsai4@uiuc.edu <http://casper.beckman.uiuc.edu/~c-tsai4>

COPYING.libtabe END

COPYING.ipadic BEGIN

Copyright 2000, 2001, 2002, 2003 Nara Institute of Science and Technology. All Rights Reserved.

Use, reproduction, and distribution of this software is permitted.

Any copy of this software, whether in its original form or modified, must include both the above copyright notice and the following paragraphs.

Nara Institute of Science and Technology (NAIST), the copyright holders, disclaims all warranties with regard to this software, including all implied warranties of merchantability and fitness, in no event shall NAIST be liable for any special, indirect or consequential damages or any damages whatsoever resulting from loss of use, data or profits, whether in an action of contract, negligence or other tortious action, arising out of or in connection with the use or performance of this software.

A large portion of the dictionary entries originate from ICOT Free Software. The following conditions for ICOT

Free Software applies to the current dictionary as well.

Each User may also freely distribute the Program, whether in its original form or modified, to any third party or parties, PROVIDED that the provisions of Section 3 ("NO WARRANTY") will ALWAYS appear on, or be attached to, the Program, which is distributed substantially in the same form as set out herein and that such intended distribution, if actually made, will neither violate or otherwise contravene any of the laws and regulations of the countries having jurisdiction over the User or the intended distribution itself.

NO WARRANTY

The program was produced on an experimental basis in the course of the research and development conducted during the project and is provided to users as so produced on an experimental basis. Accordingly, the program is provided without any warranty whatsoever, whether express, implied, statutory or otherwise. The term "warranty" used herein includes, but is not limited to, any warranty of the quality, performance, merchantability and fitness for a particular purpose of the program and the nonexistence of any infringement or violation of any right of any third party.

Each user of the program will agree and understand, and be deemed to have agreed and understood, that there is no warranty whatsoever for the program and, accordingly, the entire risk arising from or otherwise connected with the program is assumed by the user.

Therefore, neither ICOT, the copyright holder, or any other organization that participated in or was otherwise related to the development of the program and their respective officials, directors, officers and other employees shall be held liable for any and all damages, including, without limitation, general, special, incidental and consequential damages, arising out of or otherwise in connection with the use or inability to use the program or any product, material or result produced or otherwise obtained by using the program, regardless of whether they have been advised of, or otherwise had knowledge of, the possibility of such damages at any time during the project or thereafter. Each user will be deemed to have agreed to the foregoing by his or her commencement of use of the program. The term "use" as used herein includes, but is not limited to, the use, modification, copying and distribution of the program and the production of secondary products from the program.

In the case where the program, whether in its original form or modified, was distributed or delivered to or received by a user from any person, organization or entity other than ICOT, unless it makes or grants independently of ICOT any specific warranty to the user in writing, such person, organization or entity, will also be exempted from and not be held liable to the user for any such damages as noted above as far as the program is concerned.

COPYING.ipadic END

3. Lao Word Break Dictionary Data (laodict.txt)
Copyright (c) 2013 International Business Machines Corporation and others. All Rights Reserved.

Project: <http://code.google.com/p/lao-dictionary/>

Dictionary: <http://lao-dictionary.googlecode.com/git/Lao-Dictionary.txt> License: <http://lao-dictionary.googlecode.com/git/Lao-Dictionary-LICENSE.txt>

(copied below)

This file is derived from the above dictionary, with slight modifications.

Copyright (C) 2013 Brian Eugene Wilson, Robert Martin Campbell. All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer. Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT HOLDER OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS

INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

4. Burmese Word Break Dictionary Data (burmesdict.txt)
Copyright (c) 2014 International Business Machines Corporation and others. All Rights Reserved.

This list is part of a project hosted at: github.com/kanyawtech/myanmar-karen-word-lists

Copyright (c) 2013, LeRoy Benjamin Sharon All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met: Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer. Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.

Neither the name Myanmar Karen Word Lists, nor the names of its contributors may be used to endorse or promote products derived from this software without specific prior written permission.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT HOLDER OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT

OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

5. Time Zone Database

ICU uses the public domain data and code derived from Time Zone Database for its time zone support. The ownership of the TZ database is explained in BCP 175: Procedure for Maintaining the Time Zone Database section 7.

7. Database Ownership

The TZ database itself is not an IETF Contribution or an IETF document. Rather it is a pre-existing and regularly updated work that is in the public domain, and is

intended to remain in the public domain. Therefore, BCPs 78 [RFC5378] and 79 [RFC3979] do not apply to the TZ Database or contributions that individuals make to it. Should any claims be made and substantiated against the TZ Database, the organization that is providing the IANA Considerations defined in this RFC, under the memorandum of understanding with the IETF, currently ICANN, may act in accordance with all competent court orders. No ownership claims will be made by ICANN or the IETF Trust on the database or the code. Any person making a contribution to the database or code waives all rights to future claims in that contribution or in the TZ Database.

6. Google double-conversion

Copyright 2006-2011, the V8 project authors. All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.

Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.

Neither the name of Google Inc. nor the names of its contributors may be used to endorse or promote products derived from this software without specific prior written permission.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT OWNER OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Notice Concerning Usage of JavaScript Extension Toolkit

Copyright (c) 2014, 2025 Oracle and/or its affiliates The Universal Permissive License (UPL), Version 1.0

Subject to the condition set forth below, permission is hereby granted to any person obtaining a copy of this software, associated documentation and/or data (collectively the "Software"), free

of charge and under any and all copyright rights in the Software, and any and all patent rights owned or freely licensable by each licensor hereunder covering either (i) the unmodified Software as contributed to or provided by such licensor, or (ii) the Larger Works (as defined below), to deal in both

(a) the Software, and (b) any piece of software and/or hardware listed in the `lrgwrks.txt` file if one is included with the Software (each a Larger Work to which the Software is contributed by such licensors), without restriction, including without limitation the rights to copy, create derivative works of, display, perform, and distribute the Software and make, use, sell, offer for sale, import, export, have made, and have sold the Software and the Larger Work(s), and to sublicense the foregoing rights on either these or other terms.

This license is subject to the following condition:

The above copyright notice and either this complete permission notice or at a minimum a reference to the UPL must be included in all copies or substantial portions of the Software.

THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. IN NO EVENT SHALL THE AUTHORS OR COPYRIGHT HOLDERS BE LIABLE FOR ANY CLAIM, DAMAGES OR OTHER LIABILITY, WHETHER IN AN ACTION OF CONTRACT, TORT OR OTHERWISE, ARISING FROM, OUT OF OR IN CONNECTION WITH THE SOFTWARE OR THE USE OR OTHER DEALINGS IN THE SOFTWARE. DO NOT TRANSLATE OR LOCALIZE.

Notice Concerning Usage of jsdiff

Copyright (c) 2009-2015, Kevin Decker <kpdecker@gmail.com> All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

1. Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.
2. Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.
3. Neither the name of the copyright holder nor the names of its contributors may be used to endorse or promote products derived from this software without specific prior written permission.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT HOLDER OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Notice Concerning Usage of Simple Logging Facade for Java (SLF4J)

Copyright (c) 2004-2023 QOS.ch All rights reserved.

Permission is hereby granted, free of charge, to any person obtaining a copy of this software and associated documentation files (the "Software"), to deal in the Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, sublicense, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, subject to the following conditions:

The above copyright notice and this permission notice shall be included in all copies or substantial portions of the Software.

THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. IN NO EVENT SHALL THE AUTHORS OR COPYRIGHT HOLDERS BE LIABLE FOR ANY CLAIM, DAMAGES OR OTHER LIABILITY, WHETHER IN AN ACTION OF CONTRACT, TORT OR OTHERWISE, ARISING FROM, OUT OF OR IN CONNECTION WITH THE SOFTWARE OR THE USE OR OTHER DEALINGS IN THE SOFTWARE.

Notice Concerning Usage of Swagger-UI

Copyright 2020-2021 SmartBear Software Inc.

Licensed under the Apache License, Version 2.0 (the "License"); you may not use this file except in compliance with the License. You may obtain a copy of the License at apache.org/licenses/LICENSE-2.0

Notice Concerning Usage of XStream

XStream is open source software, made available under a BSD license. Copyright (c) 2003-2006, Joe Walnes

Copyright (c) 2006-2020 XStream Committers All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

1. Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.
2. Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.
3. Neither the name of XStream nor the names of its contributors may be used to endorse or promote products derived from this software without specific prior written permission.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE

DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT OWNER OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Oracle Utilities Cloud Services EU Data Act Reference Guide

Switching and Porting Procedure

Upon termination of your Oracle Utilities Enterprise SaaS Cloud Service(s) and subject to the terms of Your Order, You may retrieve a copy of Your Content from Your production environment ("**Data Copy**") as provided herein.

The product documentation may be used to interpret the Data Copy which is in relational format. The proprietary Oracle data model may be utilized within the usage limits specified in the service descriptions.

The Data Copy will be provided in machine readable Oracle Data Pump format. Oracle Data Pump dump files are a proprietary, binary format and are directly readable using Oracle Database (impdp) or Oracle external tables with the ORACLE_DATAPUMP access driver.

Non-Oracle databases (PostgreSQL, MySQL, SQL Server, etc.) may not natively import Data Pump files. Subject to applicable license and/or service terms and fees, You may temporarily import the Data Copy into an Oracle database (for example, on OCI), and then leverage one of the following common ways to move Oracle data to non-Oracle targets:

- Connect-based migration tools: use tools that connect to the Oracle source and generate target-native DDL/data (such as ora2pg for PostgreSQL, AWS SCT/DMS, Azure DMS). These do not consume Data Pump dumps; they read from Oracle directly.
- Intermediate Oracle step: Import the Data Pump dump into an Oracle instance, then export data to neutral formats (CSV, flat files) or use SQL Developer/SQLcl unloads; load into the target with its native tools.
- Change data capture: Use replication tools (such as Oracle GoldenGate with appropriate licenses) to stream to non-Oracle targets. These do not import Data Pump; they replicate changes.

Notes and cautions:

- Data Pump SQLFILE can generate DDL for review, but it is an Oracle-specific format and not directly usable by other engines without conversion.
- Any third-party migration tool or cloud service must be verified for alignment with the terms of Your Order and applicable security and compliance guidelines before use.

The Data Copy will be made available for download via OCI Object Storage Pre-Authenticated Request ("**PAR**"). A PAR is a special URL that grants time-limited, permission-scoped access to objects or buckets in Oracle Cloud Infrastructure without requiring the caller to have OCI credentials or IAM policies. It's commonly used to let external users or applications upload or download specific content directly from Object Storage. After receiving the Data Copy, You are responsible for promptly verifying the integrity and completeness of the files received.

If You established and maintained a replicated copy of Your Data from Your Production environment using GoldenGate Replication for Enterprise SaaS prior to termination, subject to Your obligations including payment terms under Your order for such replicate database, You may continue to use that replicated data for the purposes of switching and porting after

termination in lieu of the above. Notwithstanding, the replication of data from the Oracle Utilities Enterprise SaaS service(s) will naturally cease.

Additional Notes and Limitations

- Oracle Utilities Enterprise SaaS offerings, including Customer Cloud Service, Meter Solution Cloud Service/MDM, and Work and Asset Cloud Service, do not include or offer for sale any "connected products" related to these services.