

SUPPORT POLICIES

These support policies govern Oracle's provision of Support Services. Capitalized terms not defined herein shall have the definition given such term in the Agreement.

1. **All Customers will receive the following Support Services. Support Services other than what are listed in this Section 1 may be subject to additional fees:**
 - 1.1. **General Questions.** This includes questions and responses regarding end user features and configuration options. Questions relating to NetSuite features and third-party applications not related to Next Technik Cloud Service are excluded from Support Services.
 - 1.2. **Software Bugs/Defects ("Defects").** Notifications of Defects from Customers are subject to review by Oracle and depending on the severity (see below) Oracle may opt to provide a workaround or not provide a solution for the Defect. Defects may be resolved in future releases of the Next Technik Cloud Service at Oracle's sole discretion.
 - 1.3. **Updates and Upgrades.** Oracle will provide updates and upgrades to all Customers. Customers that upgrade after the Upgrade Window will be charged a Professional Services fee for assistance with the update or upgrade.
2. **Customers who purchase Essentials Support are entitled to the following:**
 - 2.1. **Feature Request.** A Feature Request is a request by a Customer to add functionality or enhance performance beyond the current specifications of the Next Technik Cloud Service. All Feature Requests are subject to review by Oracle, and Oracle may elect not to provide a solution for a Feature Request at its sole discretion.
 - 2.2. **Assisted Upgrade.** Oracle will assist Customers evaluate new features and apply a Next Technik Cloud Service upgrade during the Upgrade Window (defined below). Assisted Upgrade excludes evaluating and resolving issues related to custom scripting, workflows, third-party application integration and Module Deployment (as described in Section 2.3 below).
 - 2.3. **NetSuite Upgrade Priority Response.** The Next Technik Cloud Service impacted by a NetSuite upgrade will receive priority support during the NetSuite upgrade period.
3. The following request types and services are not covered and will incur additional fees. Any support request that will incur an additional fee will require Oracle and the Customer to enter into an order detailing the work to be performed and such order must be executed prior to commencement of the Support Services.
 - 3.1. Any request that results in changes to:
 - (a) **Configuration File.** The file that contains the Next Technik Cloud Service configuration, data mapping and options for enabled features.
 - (b) **Reports** – NetSuite Reports, Saved Searches, Dashboards or Analytics Workbook.
 - (c) **Roles** – User Roles and access to forms, records and fields.
 - (d) **SuiteCloud** – SuiteBuilder (including Advanced PDF/HTML Templates), SuiteScript, SuiteFlow (workflow) or SuiteTalk.
 - 3.2. **Professional Services.** Any request outside the scope of these support policies including but not limited to training, business requirements workshops, ongoing business process improvements, change management, assessing SuiteScript conflicts, Assisted Upgrade outside of the Upgrade Window, additional module deployment(s), or third-party integration assistance, is considered Professional Services and is subject to additional fees and the parties executing a statement of work detailing the services that will be performed.
4. **Obtaining Support.**
 - 4.1. Support is provided through online portal, email or phone with email or call back.
 - 4.2. Support is available Monday through Friday, excluding public holidays, during the following hours:
 - (a) Europe, Middle East, Africa customers: 8am – 6pm GMT
 - (b) Asia Pacific customers: 8am – 6pm Australian Eastern Standard Time (GMT+10)
 - (c) North America customers: 8am – 6pm U.S. Central Daylight Time (GMT-5)

5. Severity Levels

Severity Levels are assigned to allow prioritization of incoming tickets. Oracle will work with the Customer to assign the appropriate severity level to a ticket according to the Severity Level definitions below. Oracle may reclassify the severity level of a ticket submitted by the Customer.

- (a) **Critical (S1)**
 - (i) A critical process within a live account is currently blocked and no reasonable workaround exists.
- (b) **Urgent (S2)**
 - (i) A critical process within a live account is currently blocked, but a reasonable workaround exists.
- (c) **Normal (S3)**
 - (i) A non-critical process within a live account is blocked.
 - (ii) A critical process within a Sandbox or Release Preview account is blocked.
- (d) **Enhancement (S4)**
 - (i) The configuration within an account is behaving as expected, but a change has been requested.
 - (ii) Additional training, documentation or upskilling has been requested.
 - (iii) A question has been asked where daily operations are not blocked while awaiting a response.

6. Target Response Times

The table below describes the target response time from Oracle:

Severity	Essentials Support– First Response
Critical (S1)	2 hours

7. Exceptions to What is Supported

Oracle will not provide the Customer with Support Services for (i) a product without an active and current Agreement; (ii) third party applications that are interfering with Oracle product; (iii) any Oracle product or integration that has been modified by a third party.

8. Customer's Obligations

In order for Oracle to provide effective and timely Support Services, the Customer must provide Oracle with the following required information:

- (a) Steps to reproduce the problem, expected results and actual results,
- (b) Links to records that contain error messages and/or are in an invalid state,
- (c) Screenshots and/or video representations of the problem are optional and extremely helpful,
- (d) Provide a NetSuite administrator login for Oracle exclusive use.

9. Upgrade Notification and Process

- 9.1. Oracle may periodically release a Next Technik Cloud Service upgrade to resolve Defects, provide features or depreciate features.
- 9.2. **Upgrade Window.** Oracle will notify Customers of a Next Technik Cloud Service upgrade. For Customers that have purchased Essentials Support, Assisted Upgrade will be provided if Customers schedule the upgrade within the specified timeframe (typically, a minimum of a 4-week period) ("**Upgrade Window**").
- 9.3. The Upgrade Window may be extended for specific Customers if agreed by Oracle in writing.
- 9.4. Customers seeking assistance with upgrades after the Upgrade Window will be charged Professional Services.

10. Supported Version

- 10.1. Product versions are expressed as x.y.z where x is the major version, y is the minor version and z is the patch version.

- 10.2. Major releases occur approximately once a year with minor releases occurring approximately every 3 months.
- 10.3. Versions that are more than two minor versions old are deemed "out of support". Oracle may not be able to support Customers that are on an out of support version.
- 10.4. To enable Support Services, Customers must upgrade to a supported version of the product.