

NetSuite CPQ Support Assistance Matrix

Effective: July 5, 2022

Request Type	Contact
Questions regarding use of or access to NetSuite SuiteAnswers or NetSuite Account Center	Oracle NetSuite Product Support via the Oracle NetSuite Support hotline .
Technical product issues	NetSuite Support via SuiteAnswers .
Product Defects	NetSuite Support via SuiteAnswers .
Product enhancements requests	NetSuite Support via SuiteAnswers .
Questions regarding the use of the application	NetSuite Support via SuiteAnswers .
Consultation, activation request, or maintenance	If you have Advanced Customer Support (ACS), reach out to your Customer Success Manager. Otherwise, reach out to your account sales representative to discuss support options available to you.
Adding additional license subscription services	Your account sales representative.