

Response Services Addendum to the NetSuite Support Services

Subject to the additional requirements set forth in the table below, this Response Services Addendum to the NetSuite Support Services (“Addendum”) shall govern the provision of specific response services described below (the “Response Services”). This Addendum applies solely in connection with Response Services. The specific Response Services descriptions are set forth below in Section 2.

1. Response Services Requirements

Requirements			
Response Services	Support Services Level	Severity Level	Product
Commerce Response Services (“CRS”)	Premium, Gold or Platinum Support	Severity Level 1 (Critical)	SuiteCommerce (“SC”) or SuiteCommerce Advanced (“SCA”)
Point-of-Sale Response Services (“PRS”)	Premium, Gold or Platinum Support	Severity Level 1 (Critical)	NetSuite POS module (“NSPOS”)

2. Response Services Descriptions

- a) “CRS” means the supplemental English language Response Service for websites that were created using SC or SCA (“Website(s)"). Pursuant to these supplemental terms, Oracle will use commercially reasonable efforts to analyze Website-related errors and help identify causation. Oracle will provide reasonable remediation assistance, help identify a workaround, or recommend that Customer separately procure Professional Services from Oracle. Oracle may require access to Customer’s sandbox and production environments of the Service (“Customer Accounts”). Customer agrees to provide Oracle with the level of Customer Account(s) access that is reasonably necessary for so long as Oracle requires such access and Customer shall immediately remove such access upon the completion of CRS activity.

CRS exceptions/limitations:

- (i) CRS is not available for third-party libraries, integrations, or code not developed using SC or SCA.
- (ii) CRS is limited to a reproducible Test Case of a Severity Level 1 (Critical) issue. Solely for purposes of CRS, Service (as defined in the Subscription Services Agreement) shall mean Website.
- (iii) Oracle may, in its sole but reasonable discretion cease to provide CRS for any Customer that has not taken appropriate or recommended actions to remediate previously reported issues.
- (iv) Oracle may decline to provide CRS for an individual Website-related error if, in its sole but reasonable discretion, Oracle concludes that the level of effort required to address the error is not commercially reasonable.

- b) “PRS” means the supplemental English language Response Service for NSPOS. Pursuant to these supplemental terms, Oracle will use commercially reasonable efforts to analyze NSPOS-related errors and help identify causation. Oracle will provide reasonable remediation assistance, help identify a workaround, or recommend that Customer separately procure Professional Services from Oracle. Oracle may require access to Customer’s sandbox and production environments of the Service (“Customer Accounts”). Customer agrees to provide Oracle with the level of Customer Account(s) access that is reasonably necessary for so long as Oracle requires such access and Customer shall immediately remove such access upon the completion of PRS activity.

PRS exceptions/limitations:

- (i) PRS is not available for third-party solutions or integrations, or any physical hardware-related issues.
- (ii) PRS is limited to a reproducible Test Case of a Severity Level 1 (Critical) issue. Solely for purposes of PRS, Service (as defined in the Subscription Services Agreement) shall mean NSPOS.
- (iii) Oracle may, in its sole but reasonable discretion cease to provide PRS for any Customer that has not taken appropriate or recommended actions to remediate previously reported issues.
- (iv) Oracle may decline to provide PRS for an individual NSPOS-related error if, in its sole but reasonable discretion, Oracle concludes that the level of effort required to address the error is not commercially reasonable.

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For purposes of this Addendum, "Professional Services" means the fee based general consulting, implementation and/or training services to be provided to Customer pursuant to: a (i) valid professional services agreement and (ii) statement of work, both executed between Customer and Oracle.

3. Termination

The Response Service a supplemental service which is being provided at no additional cost by Oracle. Oracle may, in its sole discretion, immediately cease to provide Response Services at any time upon notice to Customer.