



# Oracle NetSuite for Government Cloud Service Service Descriptions



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## METRICS

**Hosted Environment:** is the combination of systems and supporting resources to which Oracle grants You access as part of the Services ordered by You, that are (i) configured for the Oracle Programs operating on it and for specific uses as part of the Services, and (ii) used by Oracle to perform the Services. The Hosted Environment consists of the production environment, and any non-production environment(s), as referenced in the applicable ordering document and Services policies.

**Hosted Named User:** is an individual authorized by You to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time. Hosted Named Users may include business network administrators, endorsing trading partners and participating trading partners. General Users, Self Service Users, and Planning and Budgeting Users, each defined herein, are a subset of Hosted Named User with limited access to the hosted service as defined herein.

**5 Hosted Named Users:** is a group of 5 individuals authorized by You to access the Employee Center of the hosted service, regardless of whether the individuals are actively accessing the hosted service at any given time. Hosted Named Users may include business network administrators, endorsing trading partners and participating trading partners. 5 Hosted Named Users are only sold as a pack in groups of 5 Self-Service Users as defined herein, and are a subset of Hosted Named User with limited access to the hosted service.

**5 Employees:** is a group of 5 Employees (i) all of Your full-time, part-time, temporary employees, and (ii) all of Your agents, contractors and consultants where such agents, contractors and consultants have access to, use of, or are tracked by the Services. The quantity of Employees required is determined by the number of employees and not the actual number of users. In addition, if You elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of employees: all of that other company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use of, or are tracked by the Services. 5 Employees are sold as a pack in groups of 5 Employees as defined herein.

## DEFINITIONS

Terms not defined shall have the same meaning as in the applicable Cloud Services Agreement.

**Advanced Partner Center:** Is defined as a NetSuite module where partners can log in to access to their customers, campaigns, opportunities, and sales orders, as well as reports pertaining to partners.

**Application Programming Interface (API)** – Is defined as an interface, enabling data exchange between different applications or systems. It is a set of subroutine definitions, protocols, and tools for building application software. In general terms, it is a set of clearly defined methods of communication between various software components.

**Base Concurrency:** Is defined as the number of integrations that can be executed at the same time using the Oracle NetSuite for Government Cloud Service Standard Edition - Hosted Environment's API.

**Customer Center:** Is defined as a NetSuite module where Your customers can log in to:

- See current orders, estimates and transaction histories.
- Enter an order.
- Make payments on open invoices.

**Employee Center:** Is defined as a NetSuite module where Your authorized users can log in to

- See approved and unapproved expense reports, purchase requests and time reports.
- Enter expense reports, purchase requests, and time tracking.
- Edit unapproved expense reports and purchase requests.

**File Cabinet Storage:** Is defined as additional computer storage space used by a storage filer through the hosted service. This does not include storage for Oracle NetSuite Planning and Budgeting module.

**General User:** Is defined as a user-restricted role with access to the Oracle NetSuite for Government Cloud Service excepting the following: NetSuite Planning and Budgeting, Employee Center, Partner Center, Advanced Partner Center, Vendor Center, Customer Center.

**Interface:** is defined as a connector to enable the exchange of data between the Oracle Public Safety Cloud Service and an external system/product or Oracle NetSuite for Government and an external system/product.

**Partner Center:** Is defined as a NetSuite module where partners can log in to update their profiles, view reports, and setup promotion codes.

**Planning and Budgeting User:** Is defined as a user-restricted role authorized to access Oracle NetSuite Planning and Budgeting within Oracle NetSuite for Government Cloud Service Standard Edition – Hosted Environment.

**Sandbox Environment:** Is defined as a dedicated stage environment for non-production use that replicates the production environment including data and customizations. It is an isolated environment where changes are shielded from the live production account.

**Sandbox Refresh:** Is defined as the replication of the production environment, including data and customization, into the non-production Sandbox Environment.

**Self-Service User:** Is defined as a user-restricted role with limited permission to only log into the Employee Center.

**SuiteCloud Plus (also referred to as SuiteCloud+) License:** Is defined as an increase to an account's throughput by permitting more concurrency for API's, scheduled processes, and file imports. By adding SuiteCloud Plus licenses, You can operate, in parallel, additional API integrations, batch processes and file imports.

**Vendor Center:** Is defined as a NetSuite module where vendors can log in to:

- View purchase orders
- View accounts payable registers
- View non posting registers

## SERVICE DESCRIPTIONS

### Oracle NetSuite for Government Cloud Service, Standard Edition – Hosted Environment

**Part Number: B94583**

Authorized users of the Oracle NetSuite for Government Cloud Service, Standard Edition – Hosted Environment are authorized to access the following Services as set forth herein:

- Oracle NetSuite for Government, Suite App
- NetSuite Financials
- NetSuite Financial Management
- NetSuite Project Management
- NetSuite Adv Electronic Bank Payments
- NetSuite SuiteAnalytics Connect
- NetSuite Fixed Asset Management
- NetSuite Procurement
- Oracle NetSuite Planning and Budgeting
- NetSuite SuiteCloud Plus

The Oracle NetSuite for Government Cloud Service, Standard Edition - Hosted Environment includes the following authorized users. Additional authorized users may be purchased separately as set forth herein provided You have purchased the prerequisite Oracle NetSuite for Government Cloud Service, Standard Edition – Hosted Environment.

- 1 General User (Hosted Named User)
- 1 General User (Hosted Named User) reserved for system administrator
- 1 Self-Service User (5 Hosted Named Users)
- 1 Planning and Budgeting User (Hosted Named User)

#### Usage Limits:

The Oracle NetSuite for Government Cloud Service, Standard Edition – Hosted Environment is subject to the following usage limits:

- You may purchase up to a maximum of 100 General Users (including the one General User that comes with this Service).
- Excepting the Oracle NetSuite Planning and Budgeting module, the maximum allowable file storage is 100GB File Cabinet Storage.
- The maximum allowable file storage for Oracle NetSuite Planning and Budgeting is 150GB. Additional file storage for Oracle NetSuite Planning and Budgeting can be purchased separately.
- The maximum campaign emails cannot exceed 120,000 per year with no single blast exceeding 10,000 recipients.
- The maximum allowable integrated bulk mail merges cannot exceed 30,000 per month.
- The maximum number of transaction lines cannot exceed 200,000 per month.

- Limited to one (1) country/currency combination.
- Limited to 250 subsidiaries in a single country for a single currency
- Oracle will provision one (1) Oracle NetSuite for Government Cloud Service, Standard Edition – Hosted Environment environment for production use excluding Oracle NetSuite Planning and Budgeting.
- One (1) SuiteCloud Plus license.
- Oracle will provision two (2) separate environments for Oracle NetSuite Planning and Budgeting. One environment is dedicated for production use and the second environment is dedicated for non-production use.
- The maximum number of Base Concurrencyes for API's, scheduled processes and file imports is 10.

**Additional Requirements:**

PCI-DSS Compliance. You are responsible for ensuring that its use of the Services to store or process credit card data complies with applicable Payment Card Industry Data Security Standards (“PCI DSS”) requirements and shall not store credit card and social security data in the Services except in the designated encrypted fields for such data.

During the term of the Services, Oracle shall maintain PCI DSS compliance for those portions of the Services that are designated by Oracle as being designed to store and process credit card data.

Any changes made to the Services by You or at Your direction may affect Your compliance with PCI DSS requirements and You shall be solely responsible for ensuring that any such changes are compliant with PCI DSS requirements.

HIPAA. You agree that: (i) Oracle is not acting on Your behalf as a Business Associate or subcontractor; (ii) the Services may not be used to store, maintain, process or transmit protected health information (“PHI”) and (iii) the Services will not be used in any manner that would require Oracle or the Services to be compliant with the Health Insurance Portability and Accountability Act of 1996, as amended and supplemented (“HIPAA”). In the preceding sentence, the terms “Business Associate,” “subcontractor,” “protected health information” or “PHI” shall have the meanings described in HIPAA.

Accessibility. As of the Effective Date of this document, Oracle makes no representations regarding the accessibility status of Oracle NetSuite for Government because the product has not yet been evaluated by Oracle for accessibility. No other terms, conditions, statements or any other such representations regarding or related to accessibility as included in the agreement shall apply to the Oracle NetSuite for Government products provided under this order. Oracle cannot make any commitments about future product directions, including plans to address accessibility or the availability of VPATs. Product direction remains at the sole discretion of Oracle.



### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, including the *Oracle Industries Cloud Services Pillar Document*, which may be viewed at <https://www.oracle.com/corporate/contracts/>. This Oracle Cloud Service does not scan uploaded files for viruses.

## **Oracle NetSuite for Government Cloud Service, Basic Edition – Hosted Environment**

**Part Number: B95913**

Authorized users of the Oracle NetSuite for Government Cloud Service, Basic Edition – Hosted Environment are authorized to access the following Services as set forth herein:

- Oracle NetSuite for Government, Suite App
- NetSuite Financials
- NetSuite Financial Management
- NetSuite Project Management
- NetSuite Adv Electronic Bank Payments
- NetSuite SuiteAnalytics Connect
- NetSuite Fixed Asset Management
- NetSuite Procurement

The Oracle NetSuite for Government Cloud Service, Basic Edition - Hosted Environment includes the following authorized users. Additional authorized users may be purchased separately as set forth herein provided You have purchased the prerequisite Oracle NetSuite for Government Cloud Service, Basic Edition – Hosted Environment.

- 1 General User (Hosted Named User)
- 1 General User (Hosted Named User) reserved for system administrator
- 1 Self-Service User (5 Hosted Named Users)

### **Usage Limits:**

The Oracle NetSuite for Government Cloud Service, Basic Edition – Hosted Environment is subject to the following usage limits:

- You may purchase up to a maximum of 100 General Users (including the one General User that comes with this Service).
- The maximum allowable file storage is 100GB File Cabinet Storage.
- The maximum campaign emails cannot exceed 120,000 per year with no single blast exceeding 10,000 recipients.
- The maximum allowable integrated bulk mail merges cannot exceed 30,000 per month.
- The maximum number of transaction lines cannot exceed 200,000 per month.
- Limited to one (1) country/currency combination.
- Limited to 250 subsidiaries in a single country for a single currency

- Oracle will provision one (1) Oracle NetSuite for Government Cloud Service, Basic Edition – Hosted Environment for production use
- The maximum number of Base Concurrencyes for API's, scheduled processes and file imports is 5.

### **Additional Requirements:**

PCI-DSS Compliance. You are responsible for ensuring that its use of the Services to store or process credit card data complies with applicable Payment Card Industry Data Security Standards (“PCI DSS”) requirements and shall not store credit card and social security data in the Services except in the designated encrypted fields for such data.

During the term of the Services, Oracle shall maintain PCI DSS compliance for those portions of the Services that are designated by Oracle as being designed to store and process credit card data.

Any changes made to the Services by You or at Your direction may affect Your compliance with PCI DSS requirements and You shall be solely responsible for ensuring that any such changes are compliant with PCI DSS requirements.

HIPAA. You agree that: (i) Oracle is not acting on Your behalf as a Business Associate or subcontractor; (ii) the Services may not be used to store, maintain, process or transmit protected health information (“PHI”) and (iii) the Services will not be used in any manner that would require Oracle or the Services to be compliant with the Health Insurance Portability and Accountability Act of 1996, as amended and supplemented (“HIPAA”). In the preceding sentence, the terms “Business Associate,” “subcontractor,” “protected health information” or “PHI” shall have the meanings described in HIPAA.

Accessibility. As of the Effective Date of this document, Oracle makes no representations regarding the accessibility status of Oracle NetSuite for Government because the product has not yet been evaluated by Oracle for accessibility. No other terms, conditions, statements or any other such representations regarding or related to accessibility as included in the agreement shall apply to the Oracle NetSuite for Government products provided under this order. Oracle cannot make any commitments about future product directions, including plans to address accessibility or the availability of VPATs. Product direction remains at the sole discretion of Oracle.

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, including the *Oracle Global Business Unit Cloud Services-Pillar Document*, which may be viewed at <https://www.oracle.com/corporate/contracts/>.

## ADD-ON PARTS:

### Oracle NetSuite for Government Cloud Service, Additional General User – Hosted Named User

**Part Number: B94584**

The Oracle NetSuite for Government Cloud Service, Standard Edition or Basic Edition – Hosted Environment is a prerequisite of this part.

This part includes one (1) additional General User.

Subject to the limits set forth herein or in Your order, General Users are authorized to access the following Services as set forth herein:

- Oracle NetSuite for Government Cloud Service, Standard Edition or Basic Edition – Hosted Environment
  - Excluding the Oracle NetSuite Enterprise Planning and Budgeting
- Oracle NetSuite for Government Sandbox (if purchased)

#### Usage Limits:

- The Oracle NetSuite for Government Cloud Service, Additional General User- Hosted Named User is subject to usage limits set forth in Your order.

#### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, including the *Oracle Industries Cloud Services Pillar Document*, which may be viewed at <https://www.oracle.com/corporate/contracts/>. This Oracle Cloud Service does not scan uploaded files for viruses.

### Oracle NetSuite for Government Cloud Service, Additional 5 Self Service Users – 5 Hosted Named Users

**Part Number: B94585**

The Oracle NetSuite for Government Cloud Service, Standard Edition or Basic Edition – Hosted Environment is a prerequisite of this part.

This part includes one pack of five (5) Self Service Users (5 Hosted Named Users). Self Service Users are authorized to access the Employee Center Module in the Oracle NetSuite for Government Cloud Service, Standard Edition or Basic Edition– Hosted Environment.

#### Usage Limits:

The Oracle NetSuite for Government Cloud Service, Additional 5 Self Service Users – 5 Hosted

Named Users are subject to usage limits as set forth in Your order.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, including the *Oracle Industries Cloud Services Pillar Document*, which may be viewed at <https://www.oracle.com/corporate/contracts/>. This Oracle Cloud Service does not scan uploaded files for viruses.

**Oracle NetSuite for Government Cloud Service, Additional Planning and Budgeting User – Hosted Named User**

**Part Number: B94587**

The Oracle NetSuite for Government Cloud Service, Standard Edition – Hosted Environment is a prerequisite of this part.

Planning and Budgeting Users are authorized to access Oracle Netsuite Planning and Budgeting within Oracle NetSuite for Government Cloud Service, Standard Edition – Hosted Environment.

**Usage Limits:** Maximum number of authorized users (Planning and Budgeting Users) as set forth in your order.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, including the *Oracle Industries Cloud Services Pillar Document*, which may be viewed at <https://www.oracle.com/corporate/contracts/>. This Oracle Cloud Service does not scan uploaded files for viruses.

**Oracle NetSuite for Government Cloud Service, Payroll – 5 Employees**

**Part Number: B95922**

The Oracle NetSuite for Government Cloud Service, Standard Edition or Basic Edition –Hosted Environment is a prerequisite of this part.

Authorized users (Employees) of this cloud service are authorized to access the following:

- \Payroll
- Employee Center
- NetSuite for Government Payroll

**Usage Limits:** Maximum number of authorized users (Employee) as set forth in Your order. This Service does not provide any additional General Users.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, including the *Oracle Industries Cloud Services Pillar Document*, which may be viewed at <https://www.oracle.com/corporate/contracts/>. This Oracle Cloud Service does not scan uploaded files for viruses.

## Oracle NetSuite for Government Cloud Service, Premium Service Tier – Each

**Part Number: B94590**

The Oracle NetSuite for Government Cloud Service, Standard Edition or Basic Edition – Hosted Environment is a prerequisite of this part.

The Oracle NetSuite for Government Cloud, Premium Service Tier increases the usage limits of the Oracle NetSuite for Government Cloud, Standard Edition or Basic Edition – Hosted Environment base cloud service as follows:

- A total of 1,000GB of file cabinet storage.
- A total of 2 million transaction lines per month.
- 1 instance of an Oracle NetSuite for Government Sandbox Environment

### Usage Limits:

- The maximum allowable count of General Users increases to 1,000.
- The maximum allowable file storage increases to 1,000GB.
- The maximum allowable count of transaction lines increases to 2 million per month.
- The maximum allowable SuiteCloud Plus licenses increases to 3.
- The maximum number of Base Concurrency for API's, scheduled processes and file imports increases to 15.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, including the *Oracle Industries Cloud Services Pillar Document*, which may be viewed at <https://www.oracle.com/corporate/contracts/>. This Oracle Cloud Service does not scan uploaded files for viruses.

## Oracle NetSuite For Government Cloud Service, Enterprise Service Tier – Each

**Part Number: B94591**

The Oracle NetSuite for Government Cloud Service, Standard Edition or Basic Edition – Hosted Environment is a prerequisite of this part.

The Oracle NetSuite for Government Cloud Service, Enterprise Service Tier increases the usage limits of the Oracle NetSuite for Government Cloud Service, Standard Edition or Basic Edition – Hosted Environment base cloud service as follows:

- A total of 2,000GB of file cabinet storage.
- A total of 10 million transaction lines per month.
- 1 instance of NetSuite Sandbox Environment Cloud Service

#### Usage Limits:

- The maximum allowable count of General User increases to 2,000.
- The maximum allowable file storage increases to 2,000GB.
- The maximum allowable count transaction lines increase to 10 million per month.
- The maximum allowable SuiteCloud Plus licenses increase to 6.
- The maximum allowable count of base concurrencies for API's, scheduled processes and file imports increases to 20.

#### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, including the *Oracle Industries Cloud Services Pillar Document*, which may be viewed at <https://www.oracle.com/corporate/contracts/>. This Oracle Cloud Service does not scan uploaded files for viruses.

## Oracle NetSuite for Government Cloud Service, Bill Capture – Each

**Part Number: B108187**

The Oracle NetSuite for Government Cloud Service, Standard Edition B94583 or Basic Edition B95913 – Hosted Environment is a prerequisite of this part.

Oracle NetSuite for Government Cloud Service, Bill Capture includes:

- Bill Capture for Vendor Bills
- Transaction Email Capture bundle for emailing bills to Bill Capture

#### Usage Limits:

This Service is subject to the following usage limits:

- Maximum number of scanned files per month is 7999
- Maximum five (5) pages per file
- No additional file cabinet storage is provided with this SKU - the Maximum file cabinet storage depends on your Service Tier. Check your Service Tier for more information.
- Oracle NetSuite for Government Cloud Service, Basic Edition comes with the Standard Service Tier. See service description for usage limits.
- Oracle NetSuite for Government Cloud Service, Standard Edition comes with the Standard Service Tier. See service description for usage limits.

#### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, including the *Oracle Industries Cloud Services Pillar Document*, which may be viewed at <https://www.oracle.com/corporate/contracts/>. This Oracle Cloud Service does not scan

uploaded files for viruses.

## Oracle NetSuite for Government Cloud Service, Sandbox Environment – Each

**Part Number: B94592**

The Oracle NetSuite for Government Cloud Service, Standard Edition or Basic Edition – Hosted Environment is a prerequisite of this part.

Oracle NetSuite for Government Cloud Service, Sandbox Environment includes:

- 1 Sandbox environment

### Usage Limits:

This Service is subject to the following usage limits:

- Environment replication cannot exceed once per month. Additional refreshes may be purchased subject to additional fees.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, including the *Oracle Industries Cloud Services Pillar Document*, which may be viewed at <https://www.oracle.com/corporate/contracts/>. This Oracle Cloud Service does not scan uploaded files for viruses.

## Oracle NetSuite For Government Cloud Service, Additional Sandbox Refresh - Each

**Part Number: B94593**

The Oracle NetSuite for Government Cloud Service, Standard Edition or Basic Edition – Hosted Environment is a prerequisite of this part.

The Oracle NetSuite for Government Cloud Service, Additional Sandbox Refresh will include a one-time event of replicating the production environment, including data and customization, into the non- production Sandbox environment.

### Usage Limits:

This Service is subject to the following usage limits:

- The maximum number of environment refreshes per purchase is one (1) and applies to a single Sandbox environment.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, including the *Oracle Industries Cloud Services Pillar Document*, which may be viewed

at <https://www.oracle.com/corporate/contracts/>. This Oracle Cloud Service does not scan uploaded files for viruses.

## **Oracle NetSuite for Government Cloud Service, Mail Merge/E-Mail Communications +10,000 – Each**

**Part Number: B94596**

The Oracle NetSuite for Government Cloud Service, Standard Edition or Basic Edition – Hosted Environment is a prerequisite of this part.

Oracle NetSuite for Government Cloud Service, Mail Merge/E-mail Communications includes:

- 10,000 additional e-mails per month.

### **Usage Limits:**

This Service is subject to usage limits based upon the purchased amount as defined in Your order.

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, including the *Oracle Industries Cloud Services Pillar Document*, which may be viewed at <https://www.oracle.com/corporate/contracts/>. This Oracle Cloud Service does not scan uploaded files for viruses.

## **Oracle NetSuite for Government Cloud Service, Email Marketing Campaigns +5k – Each**

**Part Number: B94597**

The Oracle NetSuite for Government Cloud Service, Standard Edition or Basic Edition – Hosted Environment is a prerequisite of this part.

Oracle NetSuite for Government Cloud Service, Marketing Campaigns +5K includes:

- 5,000 additional monthly Marketing Campaign Management E-mails.

### **Usage Limits:**

This Service is subject to usage limits based upon the purchased amount as defined in Your order.

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, including the *Oracle Industries Cloud Services Pillar Document*, which may be viewed at <https://www.oracle.com/corporate/contracts/>. This Oracle Cloud Service does



not scan uploaded files for viruses.

## **Oracle NetSuite for Government Cloud Service, Email Marketing Campaigns +15k – Each**

**Part Number: B94598**

The Oracle NetSuite for Government Cloud Service, Standard Edition or Basic Edition – Hosted Environment is a prerequisite of this part.

Oracle NetSuite for Government Cloud Service, Marketing Campaigns +15K includes:

- 15,000 additional monthly Marketing Campaign Management E-mails.

### **Usage Limits:**

This Service is subject to usage limits based upon the purchased amount as defined in your order.

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, including the *Oracle Industries Cloud Services Pillar Document*, which may be viewed at <https://www.oracle.com/corporate/contracts/>. This Oracle Cloud Service does not scan uploaded files for viruses.

## **Oracle NetSuite for Government Cloud Service, Email Marketing Campaigns +25k – Each**

**Part Number: B94599**

The Oracle NetSuite for Government Cloud Service, Standard Edition or Basic Edition – Hosted Environment is a prerequisite of this part.

Oracle NetSuite for Government Cloud Service, Marketing Campaigns +25K includes:

- 25,000 additional monthly Marketing Campaign Management E-mails.

### **Usage Limits:**

This Service is subject to usage limits based upon the purchased amount as defined in Your order.

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, including the *Oracle Industries Cloud Services Pillar Document*, which may be viewed at <https://www.oracle.com/corporate/contracts/>. This Oracle Cloud Service does not scan uploaded files for viruses.

## Oracle NetSuite for Government Cloud Service, Additional 10 GB File Cabinet Storage – Each

**Part Number: B94594**

The Oracle NetSuite for Government Cloud Service, Standard Edition or Basic Edition – Hosted Environment is a prerequisite of this part.

Oracle NetSuite for Government Cloud Service, Additional 10 GB File Cabinet Storage includes:

- 10GB of additional NetSuite File Cabinet Storage.

### Usage Limits:

This Service is subject to usage limits based upon the purchased amount as defined in Your order.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, including the *Oracle Industries Cloud Services Pillar Document*, which may be viewed at <https://www.oracle.com/corporate/contracts/>. This Oracle Cloud Service does not scan uploaded files for viruses.

## Oracle NetSuite for Government Cloud Service, Planning and Budgeting Additional 50 GB of Storage – Each

**Part Number: B94595**

The Oracle NetSuite for Government Cloud Service, Standard Edition is a prerequisite of this part.

Oracle NetSuite for Government Cloud Service, Additional 50 GB File Cabinet Storage includes:

- 50GB of additional File Cabinet Storage.

### Usage Limits:

This Service is subject to usage limits based upon the purchased amount as defined in Your order.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, including the *Oracle Industries Cloud Services Pillar Document*, which may be viewed at <https://www.oracle.com/corporate/contracts/>. This Oracle Cloud Service does not scan uploaded files for viruses.

## NETSUITE FOR GOVERNMENT CLOUD SERVICE, UTILITY BILLING, WATER AND WASTE

### Oracle NetSuite for Government Cloud Service, Utility Billing, Water and Waste (up to 10,000 customers) - Hosted Environment

#### Part #: B110491

The Oracle NetSuite for Government Cloud Service, Utility Billing, Water and Waste (up to 10,000 customers) cloud service includes the following metered services:

Water and Wastewater (including Industrial sewer) and up to 10 Unmetered services including services such as Sanitation (Trash/Recycling), Storm water and Water conservation surcharges fees

Users of the Oracle NetSuite for Government Cloud Service, Utility Billing, Water and Waste (up to 10,000 customers) are authorized to access the following modules

- Customer to Meter
- Customer Portal
- Reporting and Bill Printing

Use is restricted to managing traditional scalar billing meter devices and unmetered item devices, unmetered item device processes, and supporting traditional scalar billing and unmetered item billing processes

#### Usage Limits

The Oracle NetSuite for Government Cloud Service, Utility Billing, Water and Waste (up to 10,000 customers), is subject to usage limits based on the following:

- A maximum number of Customers per accounts Month as specified in Your order (note: Customer accounts cannot exceed 50,000).
- You are not permitted to use the Oracle NetSuite for Government Cloud Service, Utility Billing, Water and Waste (up to 10,000 customers) to perform settlement functions.
- Oracle will provision two (2) environments for this Oracle Cloud Service: one (1) Production and one (1) Non-Production

#### Disaster Recovery and Service Availability

- As described in the Oracle Industries Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
12 hours	1 hour	99.9%

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

**Oracle NetSuite for Government Cloud Service, Utility Billing, Water and Waste, Additional Customers – 1000 in Customer Count**

**Part #: B110492**

The Oracle NetSuite for Government Cloud Service, Utility Billing, Water and Waste, Additional Customers cloud service includes the following metered services:

Water and Wastewater (including Industrial sewer) and up to 10 Unmetered services including services such as Sanitation (Trash / Recycling), Storm water and Water conservation surcharges / fees

Users of the Oracle NetSuite for Government Cloud Service, Utility Billing, Water and Waste, Additional Customers are authorized to access the following modules

- Customer to Meter
- Customer Portal
- Reporting and Bill Printing

Use is restricted to managing traditional scalar billing meter devices and unmetered item devices, unmetered item device processes, and supporting traditional scalar billing and unmetered item billing processes

**Usage Limits**

The Oracle NetSuite for Government Cloud Service, Utility Billing, Water and Waste, Additional Customers is subject to usage limits based on the following:

- A maximum number of Customers per accounts Month as specified in Your order (note: Customer accounts cannot exceed 50,000).
- You are not permitted to use The Oracle NetSuite for Government Cloud Service, Utility Billing, Water and Waste, Additional Customers to perform settlement functions.
- Oracle will provision two (2) environments for this Oracle Cloud Service: one (1) Production and one (1) Non-Production

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## **Oracle NetSuite for Government Cloud Service, Utility Billing, Additional Water Metered Service (up to 10,000 customers) - Each**

### **Part #: B110493**

The Oracle NetSuite for Government Cloud Service, Utility Billing, Additional Water Metered Service (up to 10,000 customers) cloud service includes the following metered services: One Additional Water Metered

Users of the Oracle NetSuite for Government Cloud Service, Utility Billing, Additional Water Metered Service (up to 10,000 customers) are authorized to access the following modules

- Customer to Meter
- Customer Portal
- Reporting and Bill Printing

Use is restricted to managing traditional scalar billing meter devices and unmetered item devices, unmetered item device processes, and supporting traditional scalar billing and unmetered item billing processes

### **Usage Limits**

The Oracle NetSuite for Government Cloud Service, Utility Billing, Additional Water Metered Service (up to 10,000 customers) is subject to usage limits based on the following:

- A maximum number of Customers per accounts Month as specified in Your order (note: Customer accounts cannot exceed 50,000).
- You are not permitted to use the Oracle NetSuite for Government Cloud Service, Utility Billing, Additional Water Metered Service (up to 10,000 customers) to perform settlement functions.
- Oracle will provision two (2) environments for this Oracle Cloud Service: one (1) Production and one (1) Non-Production

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## **Oracle NetSuite for Government Cloud Service, Utility Billing, Additional Water Metered Service, Additional Customers – 1000 in Customer Count**

### **Part #: B110494**

The Oracle NetSuite for Government Cloud Service, Utility Billing, Additional Water Metered Service, Additional Customers cloud service includes the following metered services: One Additional Water Metered

Users of the Oracle NetSuite for Government Cloud Service, Utility Billing, Additional Water Metered Service, Additional Customers are authorized to access the following modules

- Customer to Meter
- Customer Portal
- Reporting and Bill Printing

Use is restricted to managing traditional scalar billing meter devices and unmetered item devices, unmetered item device processes, and supporting traditional scalar billing and unmetered item billing processes

### **Usage Limits**

The Oracle NetSuite for Government Cloud Service, Utility Billing, Additional Water Metered Service, Additional Customers is subject to usage limits based on the following:

- A maximum number of Customers per accounts Month as specified in Your order (note: Customer accounts cannot exceed 50,000).

- You are not permitted to use the Oracle NetSuite for Government Cloud Service, Utility Billing, Additional Water Metered Service, Additional Customers to perform settlement functions.
- Oracle will provision two (2) environments for this Oracle Cloud Service: one (1) Production and one (1) Non-Production

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## **Oracle NetSuite for Government Cloud Service, Utility Billing, Add-on Electric or Gas Metered Service (up to 10,000 customers) - Each**

### **Part #: B110495**

The Oracle NetSuite for Government Cloud Service, Utility Billing, Add-on Electric or Gas Metered Service (up to 10,000 customers) cloud service includes the following metered services: One Add-on Electric or Gas Metered Service

Users of the Oracle NetSuite for Government Cloud Service, Utility Billing, Add-on Electric or Gas Metered Service (up to 10,000 customers) are authorized to access the following modules

- Customer to Meter
- Customer Portal
- Reporting and Bill Printing

Use is restricted to managing traditional scalar billing meter devices and unmetered item devices, unmetered item device processes, and supporting traditional scalar billing and unmetered item billing processes

### **Usage Limits**

The Oracle NetSuite for Government Cloud Service, Utility Billing, Add-on Electric or Gas Metered Service (up to 10,000 customers) is subject to usage limits based on the following:

- A maximum number of Customers per accounts Month as specified in Your order (note: Customer accounts cannot exceed 50,000).

- You are not permitted to use the Oracle NetSuite for Government Cloud Service, Utility Billing, Add-on Electric or Gas Metered Service (up to 10,000 customers) to perform settlement functions.
- Oracle will provision two (2) environments for this Oracle Cloud Service: one (1) Production and one (1) Non-Production

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## **Oracle NetSuite for Government Cloud Service, Utility Billing, Add-on Electric or Gas Metered Service, Additional Customers – 1000 in Customer Count**

### **Part #: B110496**

The Oracle NetSuite for Government Cloud Service, Utility Billing, Add-on Electric or Gas Metered Service, Additional Customers cloud service includes the following metered services: One Additional Water Metered

Users of the Oracle NetSuite for Government Cloud Service, Utility Billing, Add-on Electric or Gas Metered Service, Additional Customers are authorized to access the following modules

- Customer to Meter
- Customer Portal
- Reporting and Bill Printing

Use is restricted to managing traditional scalar billing meter devices and unmetered item devices, unmetered item device processes, and supporting traditional scalar billing and unmetered item billing processes

### **Usage Limits**

The Oracle NetSuite for Government Cloud Service, Utility Billing, Add-on Electric or Gas Metered Service, Additional Customers is subject to usage limits based on the following:

- A maximum number of Customers per accounts Month as specified in Your order (note: Customer accounts cannot exceed 50,000).



- You are not permitted to use the Oracle NetSuite for Government Cloud Service, Utility Billing, Add-on Electric or Gas Metered Service, Additional Customers to perform settlement functions.
- Oracle will provision two (2) environments for this Oracle Cloud Service: one (1) Production and one (1) Non-Production

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## INTERFACES

### Oracle NetSuite for Government Cloud Service, Interface, LaserFiche, Information Governance

Part #: B108787

**Disclaimer:** This interface is currently in a development phase and is not commercially available. While Oracle intends to continue its development efforts, Oracle may, in its sole discretion, determine to cease such efforts and therefore makes no representations that the interface will be commercially available in the future. If You enter into an order for the purchase of this interface before it is commercially available, You will not be invoiced until and unless it becomes commercially available.

Oracle Public Safety Interface, LaserFiche, Information Governance is a two-way interface between the Oracle Netsuite for Government Cloud Service and LaserFiche, Information Governance system.

**Usage Limits:** The Oracle NetSuite for Government Cloud Service, Interface, LaserFiche, Information Governance is subject to usage limits based on:

- A maximum number of Interfaces as set forth in Your order.
- You are responsible for obtaining and maintaining the necessary licenses from LaserFiche, complying with any additional terms and conditions required by LaserFiche, and paying any fees owed to LaserFiche for the use of their products and services
- Each Interface is limited to 50,000 call per month
- Each Interface is limited to 250,000 compute gigabyte seconds per month
- Each Interface is limited to 100 gigabytes of transferred data per month

Oracle's ability to provide this interface is subject to LaserFiche providing Oracle with updates to its interface as released. If You are unable to connect to LaserFiche, Information Governance API, You must notify Oracle in writing. If Oracle determines that the inability to connect to the LaserFiche, Information Governance API is due to LaserFiche failure to provide updates of the interface to Oracle, then Oracle may terminate the service and You will not be responsible for the payment of any associated fees incurred as of the date of termination.

#### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle NetSuite for Government Cloud Service, Interface, GovBuilt, GovBuilt

Part #: B108788

**Disclaimer:** This interface is currently in a development phase and is not commercially available. While Oracle intends to continue its development efforts, Oracle may, in its sole discretion, determine to cease such efforts and therefore makes no representations that the interface will be commercially available in the future. If You enter into an order for the purchase of this interface before it is commercially available, You will not be invoiced until and unless it becomes commercially available.

Oracle Public Safety Interface, GovBuilt, GovBuilt is a two-way interface between the Oracle Netsuite for Government Cloud Service and GovBuilt, GovBuilt.

**Usage Limits:** The Oracle NetSuite for Government Cloud Service, Interface, GovBuilt, GovBuilt is subject to usage limits based on:

- A maximum number of Interfaces as set forth in Your order.
- You are responsible for obtaining and maintaining the necessary licenses from GovBuilt, complying with any additional terms and conditions required by GovBuilt, and paying any fees owed to GovBuilt for the use of their products and services
- Each Interface is limited to 50,000 call per month
- Each Interface is limited to 250,000 compute gigabyte seconds per month
- Each Interface is limited to 100 gigabytes of transferred data per month

Oracle's ability to provide this interface is subject to GovBuilt providing Oracle with updates to its interface as released. If You are unable to connect to GovBuilt, GovBuilt API, You must notify Oracle in writing. If Oracle determines that the inability to connect to the GovBuilt, GovBuilt API is due to GovBuilt failure to provide updates of the interface to Oracle, then Oracle may terminate the service and You will not be responsible for the payment of any associated fees incurred as of the date of termination.

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle NetSuite for Government Cloud Service, Interface, OpenGov, Cartegraph Asset Management

Part #: B108789

**Disclaimer:** This interface is currently in a development phase and is not commercially available. While Oracle intends to continue its development efforts, Oracle may, in its sole discretion, determine to cease such efforts and therefore makes no representations that the interface will be commercially available in the future. If You enter into an order for the purchase of this interface before it is commercially available, You will not be invoiced until and unless it becomes commercially available.

Oracle Public Safety Interface, OpenGov, Cartegraph Asset Management is a two-way interface between the Oracle Netsuite for Government Cloud Service and OpenGov, Cartegraph Asset Management.

**Usage Limits:** The Oracle NetSuite for Government Cloud Service, Interface, OpenGov, Cartegraph Asset Management is subject to usage limits based on:

- A maximum number of Interfaces as set forth in Your order.
- You are responsible for obtaining and maintaining the necessary licenses from OpenGov, complying with any additional terms and conditions required by OpenGov, and paying any fees owed to OpenGov for the use of their products and services
- Each Interface is limited to 50,000 call per month
- Each Interface is limited to 250,000 compute gigabyte seconds per month
- Each Interface is limited to 100 gigabytes of transferred data per month

Oracle's ability to provide this interface is subject to OpenGov providing Oracle with updates to its interface as released. If You are unable to connect to OpenGov, Cartegraph Asset Management API, You must notify Oracle in writing. If Oracle determines that the inability to connect to the OpenGov, Cartegraph Asset Management API is due to OpenGov failure to provide updates of the interface to Oracle, then Oracle may terminate the service and You will not be responsible for the payment of any associated fees incurred as of the date of termination.

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle NetSuite for Government Cloud Service, Interface, NeoGov, HRIS

Part #: B108790

**Disclaimer:** This interface is currently in a development phase and is not commercially available. While Oracle intends to continue its development efforts, Oracle may, in its sole discretion, determine to cease such efforts and therefore makes no representations that the interface will be commercially available in the future. If You enter into an order for the purchase of this interface before it is commercially available, You will not be invoiced until and unless it becomes commercially available.

Oracle Public Safety Interface, NeoGov, HRIS is a two-way interface between the Oracle Netsuite for Government Cloud Service and NeoGov, HRIS.

**Usage Limits:** The Oracle NetSuite for Government Cloud Service, Interface, NeoGov, HRIS is subject to usage limits based on:

- A maximum number of Interfaces as set forth in Your order.
- You are responsible for obtaining and maintaining the necessary licenses from NeoGov, complying with any additional terms and conditions required by NeoGov, and paying any fees owed to NeoGov for the use of their products and services
- Each Interface is limited to 50,000 call per month
- Each Interface is limited to 250,000 compute gigabyte seconds per month
- Each Interface is limited to 100 gigabytes of transferred data per month

Oracle's ability to provide this interface is subject to NeoGov providing Oracle with updates to its interface as released. If You are unable to connect to NeoGov, HRIS API, You must notify Oracle in writing. If Oracle determines that the inability to connect to the NeoGov, HRIS API is due to NeoGov failure to provide updates of the interface to Oracle, then Oracle may terminate the service and You will not be responsible for the payment of any associated fees incurred as of the date of termination.

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle NetSuite for Government Cloud Service, Interface, UKG, UKG Ready

Part #: B108791

**Disclaimer:** This interface is currently in a development phase and is not commercially

available. While Oracle intends to continue its development efforts, Oracle may, in its sole discretion, determine to cease such efforts and therefore makes no representations that the interface will be commercially available in the future. If You enter into an order for the purchase of this interface before it is commercially available, You will not be invoiced until and unless it becomes commercially available.

Oracle Public Safety Interface, UKG, UKG Ready is a two-way interface between the Oracle Netsuite for Government Cloud Service and UKG, UKG Ready.

**Usage Limits:** The Oracle NetSuite for Government Cloud Service, Interface, UKG, UKG Ready is subject to usage limits based on:

- A maximum number of Interfaces as set forth in Your order.
- You are responsible for obtaining and maintaining the necessary licenses from UKG, complying with any additional terms and conditions required by UKG, and paying any fees owed to UKG for the use of their products and services
- Each Interface is limited to 50,000 call per month
- Each Interface is limited to 250,000 compute gigabyte seconds per month
- Each Interface is limited to 100 gigabytes of transferred data per month

Oracle's ability to provide this interface is subject to UKG providing Oracle with updates to its interface as released. If You are unable to connect to UKG, UKG Ready API, You must notify Oracle in writing. If Oracle determines that the inability to connect to the UKG, UKG Ready API is due to UKG failure to provide updates of the interface to Oracle, then Oracle may terminate the service and You will not be responsible for the payment of any associated fees incurred as of the date of termination.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industries Cloud Services Pillar Document*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)