

## MAIN TERMS OF SERVICE

**ATTENTION! THE FOLLOWING TERMS AND CONDITIONS (“TERMS OF SERVICE”) WILL BE LEGALLY BINDING ON CUSTOMER UPON EXECUTION OF THE SUBSCRIPTION SERVICES AGREEMENT. CUSTOMER SHOULD CAREFULLY READ THE FOLLOWING TERMS OF SERVICE BEFORE EXECUTING THE SUBSCRIPTION SERVICES AGREEMENT.**

**Section Headings and Numbers.** Certain Sections may have been renamed and/or renumbered in this document for convenience only and such renaming and/or renumbering shall not affect the validity, construction or interpretation of the Agreement. References in the Subscription Services Agreement to any Section names or numbers under this document shall be deemed to be a reference to the identified or corresponding provisions in this document to accomplish the reasonable intent and objectives of such provisions to the greatest extent possible under applicable law.

Capitalized terms not otherwise defined in these Terms of Service shall have the meaning given to them in the Subscription Services Agreement.

### 1. Definitions.

**“Advanced Customer Support”** is a managed service which Oracle offers on a subscription basis. Advanced Customer Support is provided by Oracle to assist customers in their use of the Services or specific components of the Remote Software Service.

**“Affiliates”** means any entity which directly or indirectly, through one or more intermediaries, controls, or is controlled by, or is under common control with a party to the Agreement, by way of majority voting stock ownership or the ability to otherwise direct or cause the direction of the management and policies of such party, for so long as such control exists.

**“Remote Software Service”** means, collectively, the NetSuite online business application suite (and any optionally procured modules), including without limitation SuiteCloud Technologies, (the **“NetSuite Service”**) and the OpenAir online Professional Services Automation application suite (and any optionally procured modules) (the **“OpenAir Service”**) as described in the applicable User Guides that is procured by Customer from Oracle China in the Estimate/Order Form and any subsequent Estimate/Order Form from time to time, including associated offline components, but excluding Third Party Applications, Support Services and Professional Services. For avoidance of doubt, any references to “Service” or “Subscription Service” in the Agreement shall mean Remote Software Service as defined here. Remote Software Service distributed by Oracle China to Customer will be performed by Oracle Offshore and/or its subcontractors, subject to the terms and conditions hereunder.

**“Customer Data”** means all software, data (including Personal Data), text, images, audio, video, photographs, non-Oracle or Third-Party Applications, and other content and material, in any format, provided by Customer or any of Customer’s Users that is stored in, or run on or through, the Remote Software Service. A Remote Software Service provided under the Agreement, Oracle software, other Oracle products and services, and Oracle intellectual property, and all derivative works thereof, do not fall within the meaning of the term “Customer Data.” Customer Data includes any third party content that is brought by Customer into the Remote Software Service by Customer’s use of the Remote Software Service or any Oracle-provided tools.

**“Electronic Communications”** means any transfer of signs, signals, text, images, sounds, data or intelligence of any nature transmitted in whole or part electronically received and/or transmitted through the Remote Software Service.

**“Estimate/Order Form”** means an Oracle estimate, renewal notification or order form in the name of and executed by Customer and accepted by Oracle China which specifies the Remote Software Service, and any Support Services and/or Professional Services to be provided by Oracle subject to the terms of the Agreement.

**“Help Documentation”** means the online English language help center documentation describing the Remote Software Service features, which may be updated from time to time. Help Documentation does not include any material, content, or information, in any format, which is obtained or derived from third party sources outside of Oracle that Customer may access through, within, or in conjunction with Customer’s use of, the Services.

**“Oracle NetSuite Written Materials”** means, collectively, the Data Processing Agreement, the applicable version of the Data Security Addendum, the Oracle Services Privacy Policy, the URL Terms, the User Guides, and any other Oracle documents that are referenced in, or incorporated into, Customer’s Estimate/Order Form for Services.

**“Oracle”** refers to Oracle China and Oracle Offshore, and any one of them, as appropriate.

**“Oracle Offshore”** refers to Oracle Corporation and/or any majority owned subsidiary of Oracle Corporation worldwide (excluding Oracle China).

**“Professional Services”** means the general consulting, implementation and/or training services to be provided to Customer pursuant to the terms hereof, the additional terms of the applicable version of the Professional Services Addendum available at <https://www.oracle.com/corporate/contracts/cloud-services/netsuite/>, or such other URL as specified by Oracle (the “Professional Services Addendum”), and an Estimate/Order Form or Statement of Work, as applicable.

**“Services”** means, collectively, the Remote Software Services, Support Services and Professional Services.

**“Statement of Work”** or **“SOW”** means a separate document or Estimate/Order Form between Oracle and Customer that details the Professional Services to be delivered by Oracle.

**“SuiteApp”** means a collection of customizations, data, configurations, or modifications of standard objects created using the SuiteCloud Technologies for use in the Remote Software Service. For the avoidance of doubt, a bundle is one type of SuiteApp.

**“SuiteApp.com”** means the Oracle online directory of applications that interoperate with the Remote Software Service, located at suiteapp.com or at any successor websites.

**“SuiteApp Marketplace”** means the directory of applications that interoperate with the Remote Software Service, located in the SuiteApp site within the Remote Software Service that presents available SuiteApps.

**“SuiteCloud Technologies”** means the technologies made available to Customer by Oracle that can be used to customize, automate, import, export, or integrate data or functionality into or with the Remote Software Service including, but not limited to, any (i) application programming interfaces, (ii) extensions, (iii) libraries, (iv) tools, (v) interfaces which enable plug-ins, (vi) sample code, and (vii) documentation. SuiteCloud Technologies include, but are not limited to, SuiteBuilder, SuiteFlow, SuiteScript, SuiteScript Debugger, SuiteTalk, SuiteCloud Development Framework, and SuiteGL. To the extent that Oracle includes open source software in or with SuiteCloud Technologies, the open source licenses governing such open source software will apply to Customer’s access and use of such open source software.

**“Support Services”** means the (i) supplemental, technical support services provided pursuant to the applicable version of the additional terms for Support Services available at <https://www.oracle.com/corporate/contracts/cloud-services/netsuite/> or such other URL as specified by Oracle and/or (ii) Advanced Customer Support. Support Services are provided pursuant to the terms of the Agreement and may be subject to additional fees as specified in the applicable Estimate/Order Form.

**“Third Party Applications”** means applications, integrations, services, or implementation, customization and other consulting services related thereto, developed and provided by a party other than Oracle, as further described in the section below entitled “Third Party Applications” that interoperate with the Remote Software Service. For clarity, SuiteApps developed by Customer, or any other customer, are considered Third Party Applications under this Terms of Service, including without limitation SuiteApps available on SuiteApp.com or the SuiteApp Marketplace.

**“Users”** means individuals who are authorized by Customer to use the Remote Software Service pursuant to the Agreement (as defined below), or as otherwise defined, restricted or limited in an Estimate/Order Form or amendment to the Agreement. Users include but are not limited to Customer’s and Customer’s affiliates’ employees, consultants, contractors and agents.

**“User Guides”** mean the online English language user guides for the Remote Software Service, accessible via login at <http://www.netsuite.com> (under “Help”) or included in the Oracle documentation identified under the “NetSuite Applications” heading available at <https://docs.oracle.com/en/>, as updated from time to time.

**“URL Terms”** means terms with which Customer must comply, which are located at a URL, referenced in the Agreement and are hereby incorporated by reference.

**2. Terms of Service.** Customer acknowledges and agrees to this Terms of Service document, which together with the terms of the Subscription Services Agreement entered into between Customer and Oracle, shall govern Customer’s access and use of the Services (collectively, the **“Agreement”**). For avoidance of doubt, the Terms of Service are also considered URL Terms.

In addition to the rights provided under the Subscription Services Agreement entered into between Customer and Oracle, , Customer shall also have the non-exclusive, worldwide, limited right to use the SuiteCloud Technologies, to create, store, and use SuiteApps in connection with Customer’s use of the Remote Software Service and in accordance with the Agreement and to share such Customer developed SuiteApps with other customers of the Remote Software Service.

If Customer orders NetSuite OneWorld Remote Software Service under an Estimate/Order Form, Customer and Customer’s majority owned subsidiaries shall have the non-exclusive, worldwide, limited right to use the Services ordered by Customer under that Estimate/Order Form only, during the applicable period set forth in that Estimate/Order Form or SOW, solely for the internal business operations of Customer and of Customer’s majority owned subsidiaries. Customer’s majority owned subsidiaries and Users authorized by Customer’s majority owned subsidiaries must comply with the Agreement and the applicable Estimate/Order Form, and Customer is responsible for Customer’s majority owned subsidiaries (and their Users’) compliance with the Agreement and the applicable Estimate/Order Form. Customer’s majority owned subsidiaries shall have

no right to use the Services ordered by Customer under other Estimates/Order Forms or SOW that do not include the NetSuite OneWorld Remote Software Service.

Customer acknowledges and agrees that:

- i. the combined use of the Remote Software Services by Customer and Customer's majority owned subsidiaries must not exceed the quantities and usage limits of the Remote Software Services ordered and described in the applicable Estimate/Order Form;
- ii. Oracle will provision an environment for Customer and will not create additional environments for Customer's majority owned subsidiaries and all content (including Personal Data and Customer Data) of Customer and Customer's majority owned subsidiaries will reside in that same environment;
- iii. Customer and Customer's majority owned subsidiaries may be able to access, view, use, create, modify, delete, and transfer each other's content (including Personal Data and Customer Data) in that same environment;
- iv. Oracle will provide the Remote Software Services to Customer's majority owned subsidiaries pursuant to the standard capabilities and management and under the same Customer Support Identifier assigned to Customer; and
- v. Customer acknowledges and agrees that all rights and obligations under the Data Processing Agreement, including providing instructions to Oracle, are exercisable exclusively by Customer. Notwithstanding the foregoing, Customer further acknowledges and agrees that (i) should Oracle receive any instructions directly from Customer's majority owned subsidiaries, such instructions will be considered made by Customer, and (ii) Oracle has no obligation to ensure the compatibility or accuracy of such instructions with any other instructions received from Customer, and Oracle is not responsible for the effect of any conflicting instructions.

If Customer exceeds the quantity of Services ordered, then Customer promptly must purchase and pay fees for the excess quantity utilized.

**2.1. Accuracy of Customer's Contact Information.** Customer shall provide accurate, current and complete information on Customer's legal business name, address, email address, and phone number, and maintain and promptly update this information if it should change.

**2.2. Users: Passwords, Access, And Notification.** Customer shall authorize access to and assign unique passwords and user names to its Users. Customer will be responsible for the confidentiality and use of User's passwords and user names. Customer will also be responsible for all Electronic Communications, including those containing business information, account registration, account holder information, financial information, Customer Data, and all other data of any kind contained within emails or otherwise entered electronically through the Remote Software Service or under Customer's account. Oracle will act as though any Electronic Communications it receives under Customer's passwords, user name, and/or account number will have been sent by Customer. Customer shall use commercially reasonable efforts to prevent unauthorized access to or use of the Remote Software Service and shall promptly notify Oracle of any unauthorized access or use of the Remote Software Service and any loss or theft or unauthorized use of any User's password or name and/or Remote Software Service account numbers.

**2.3. General Restrictions.**

**2.3.1.** Customer may not, and may not cause, aid, abet or permit others to: (a) use the Services to harass any person; cause damage or injury to any person or property; publish any material that is false, defamatory, harassing or obscene; violate privacy rights; promote bigotry, racism, hatred or harm; send unsolicited bulk e-mail, junk mail, spam or chain letters; infringe property rights; sell, manufacture, market and/or distribute any product or service in violation of applicable laws; or otherwise violate applicable laws, ordinances or regulations; (b) perform or disclose any benchmarking, availability or performance testing of the Services; or (c) perform or disclose any performance or vulnerability testing of the Services without Oracle's prior written approval, perform or disclose network discovery, port and service identification, vulnerability scanning, password cracking, remote access or penetration testing of the Services (the "Acceptable Use Policy"). In addition to other rights that Oracle has in the Agreement and Customer Estimate/Order Form, Oracle has the right to take remedial action if the Acceptable Use Policy is violated, and such remedial action may include removing or disabling access to material that violates the policy.

**2.3.2.** Customer may not, and may not cause or permit others to: (a) modify, make derivative works of, disassemble, decompile, reverse engineer, reproduce, republish, download, or copy any part of the Services (including data structures or similar materials produced by programs); (b) access or use the Services to build or support, directly or indirectly, products or services competitive to Oracle; or (c) license, sell, transfer, assign, distribute, outsource, permit timesharing or service bureau use of, commercially exploit, or make available the Services to any third party except as permitted by the Agreement or Customer Estimate/Order Form.

Notwithstanding anything to the contrary in this Agreement and Estimate/Order Form, Customer acknowledges and agrees

that: (a) the **Remote Software** Service environment will be located, and the **Remote Software** Service will be performed, outside of the People's Republic of China; (b) Oracle China is solely a reseller of the **Remote Software** Service to be performed by Oracle Offshore and/or its subcontractor; and (c) access to the **Remote Software** Service by Customer and Customer's Users is conditioned upon agreement of Customer and Customer's Users to any terms and conditions concerning Service access that Oracle may stipulate from time to time.

**2.3.3. HIPAA.** Customer agrees that: (i) Oracle is not acting on Customer's behalf as a Business Associate or subcontractor; (ii) the Remote Software Service may not be used to store, maintain, process or transmit protected health information ("PHI") and (iii) the Remote Software Service will not be used in any manner that would require Oracle or the Remote Software Service 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.

#### **2.4. Third Party Applications; Customer Developed SuiteApps.**

**2.4.1.** Oracle or third party providers may offer Third Party Applications. Except as expressly set forth in the Estimate/Order Form, Oracle does not warrant any such Third Party Applications, regardless of whether or not such Third Party Applications are provided by a third party that is a member of a Oracle partner program or otherwise designated by Oracle as "Built For NetSuite," "certified," "approved" or "recommended." Any procurement by Customer of such Third Party Applications or services is solely between Customer and the applicable third party provider. Customer may not use Third Party Applications to enter and/or submit transactions to be processed and/or stored in the Remote Software Service, unless Customer has procured the applicable subscription to the Service for such use and access.

**2.4.2.** Oracle is not responsible for any aspect of such Third Party Applications that Customer may procure or connect to through the Remote Software Service, or any interoperation, descriptions, promises or other information related to the foregoing. If Customer installs or enables Third Party Applications for use with the Remote Software Service, Customer agrees that Oracle may enable such third party providers to access Customer Data for the interoperation of such Third Party Applications with the Remote Software Service, and any exchange of data or other interaction between Customer and a third party provider is solely between Customer and such third party provider pursuant to a separate privacy policy or other terms governing Customer's access to or use of the Third Party Applications. Oracle shall not be responsible for any disclosure, modification or deletion of Customer Data resulting from any such access by Third Party Applications or third party providers. No procurement of such Third Party Applications is required to use the Remote Software Service. If Customer was referred to Oracle by a member of one of Oracle's partner programs, Customer hereby authorizes Oracle, or its applicable affiliate, to provide such member or its successor entity with access to Customer's business information related to the procurement and use of the Remote Software Service pursuant to the Agreement, including but not limited to User names and email addresses, support cases and billing/payment information.

**2.4.3. Customer Developed SuiteApps.** Customer developed SuiteApps are considered Third Party Applications under the Agreement. Customer is solely responsible for controlling access to (including accessible attributes) Customer's developed SuiteApps. Oracle reserves the right to inspect all Customer developed SuiteApps

**2.5. Transmission of Data.** Customer understands that the technical processing and transmission of Customer's Electronic Communications is fundamentally necessary to use of the Remote Software Service. Customer is responsible for securing DSL, cable or another high speed Internet connection and up-to-date "browser" software in order to utilize the Remote Software Service. Customer expressly consents to Oracle's interception and storage of Electronic Communications and/or Customer Data as needed to provide the Services hereunder, and Customer acknowledges and understands that Customer's Electronic Communications will involve transmission over the Internet, and over various networks, only part of which may be owned and/or operated by Oracle. Customer further acknowledges and understands that Electronic Communications may be accessed by unauthorized parties when communicated across the Internet, network communications facilities, telephone or other electronic means. Without limiting Oracle's applicable obligations under the Security or Confidentiality Sections of the Agreement, Oracle is not responsible for any Electronic Communications and/or Customer Data which are delayed, lost, altered, intercepted or stored during the transmission of any data whatsoever across networks not owned and/or operated by Oracle, including, but not limited to, the Internet and Customer's local network.

**2.6. NetSuite and Open Air Service Level.** During the Term, the NetSuite and Open Air Remote Software Service will meet the service level specified in the applicable version of the "Service Level Commitment" listed on the Oracle website located at <https://www.oracle.com/corporate/contracts/cloud-services/netsuite/contracts.html>, or such other URL as specified by Oracle, which is hereby incorporated by reference. If the NetSuite and Open Air Remote Software Service fails to achieve the service level, then Customer will be entitled, as its sole and exclusive remedy, to a credit for the Remote Software Service in

accordance with the terms set forth in the Service Level Commitment. The NetSuite and Open Air Remote Software Service's system logs and other records shall be used for calculating any service level events.

**2.7. Support Services.** As part of the Remote Software Service, Oracle will provide Customer with Help Documentation and other online resources to assist Customer in its use of the Remote Software Service. Oracle also offers optional "for fee" Support Services and Professional Services.

**2.8. Security.** Oracle shall maintain commercially reasonable administrative, physical and technical safeguards designed for the protection, confidentiality and integrity of Customer Data as described in the applicable version of the Data Security Addendum available at <https://www.oracle.com/corporate/contracts/cloud-services/netsuite/cloud-delivery-policies.html>.

**2.9. PCI-DSS Compliance, Sensitive Data.** Customer is responsible for ensuring that its use of the Remote Software Service 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 data (if applicable) in the Remote Software Service except in the designated encrypted fields for such data. During the Term, Oracle shall maintain PCI DSS compliance for those Remote Software Services that are designated by Oracle as being designed to transmit, or process, or store credit card data. Any changes made to the Remote Software Service by the Customer or at the Customer's direction may affect the Customer's compliance with PCI DSS requirements and Customer shall be solely responsible for ensuring that any such changes are compliant with PCI DSS requirements.

Customer is responsible for ensuring that social security numbers and other sensitive data are only stored in designated encrypted fields for such data.

#### **2.10. Data Protection.**

**2.10.1.** In performing the Services, Oracle will comply with the Oracle Services Privacy Policy, which is available at <http://www.oracle.com/html/Services-privacy-policy.html> and incorporated herein by reference. The Oracle Services Privacy Policy is subject to change at Oracle's discretion; however, Oracle policy changes will not result in a material reduction in the level of protection provided for Customer's Personal Data (as defined in Oracle's Data Processing Agreement) provided as part of Customer Data during the term of Customer's Estimate/Order Form.

**2.10.2.** Unless otherwise provided in the applicable Estimate/Order Form, Oracle's Data Processing Agreement for Services (the "Data Processing Agreement"), which is available at <http://www.oracle.com/corporate/contracts> and incorporated herein by reference, describes the parties' respective roles for the processing and control of Personal Data that Customer provides to Oracle as part of the Services. Unless otherwise provided in the applicable Estimate/Order Form, Oracle will act as a data processor, and will act on Customer instructions concerning the treatment of Customer's Personal Data residing in the services environment, as specified in the Agreement, the Data Processing Agreement and the applicable Estimate/Order Form. Customer agrees to provide any notices and obtain any consents related to Customer's use of the Services and Oracle's provision of the Services, including those related to the collection, use, processing, transfer and disclosure of Personal Data.

**2.10.3.** The Data Processing Agreement does not apply to any (1) demonstration accounts, trials, beta releases, or other similar versions of the services or (2) any features, services or products which are provided pursuant to a separate agreement or by a party other than Oracle (e.g., where Oracle is merely a billing/collection agent) including but not limited to Celigo and Paceyjet.

#### **2.11. Confidentiality.**

**2.11.1.** By virtue of the Agreement, the parties may disclose to each other information that is confidential ("Confidential Information"). Confidential Information shall be limited to the terms and pricing under the Agreement and Customer's Estimate/Order Forms, Customer Data residing in the Remote Software Service, and all information clearly identified as confidential at the time of disclosure.

**2.11.2.** A party's Confidential Information shall not include information that: (a) is or becomes a part of the public domain through no act or omission of the other party; (b) was in the other party's lawful possession prior to the disclosure and had not been obtained by the other party either directly or indirectly from the disclosing party; (c) is lawfully disclosed to the other party by a third party without restriction on the disclosure; or (d) is independently developed by the other party.

**2.11.3.** Each party agrees not to disclose the other party's Confidential Information to any third party other than as set forth in the following sentence for a period of five years from the date of the disclosing party's disclosure of the Confidential Information to the receiving party; however, Oracle will protect the confidentiality of Customer Data residing in the Remote Software Service for as long as such information resides in the Remote Software Service. Each party may disclose Confidential Information only to those employees, agents or subcontractors who are required to protect it against unauthorized disclosure in a manner no less protective than required under the Agreement, and each party may disclose the other party's Confidential

Information in any legal proceeding or to a governmental entity as required by law. Oracle will protect the confidentiality of Customer Data residing in the Services in accordance with the Oracle security practices applicable to Customer's Estimate/Order Form as described in the Agreement or such Estimate/Order Form.

**2.12. Ownership of Customer Data.** As between Oracle and Customer, all title and intellectual property rights in and to the Customer Data is owned exclusively by Customer. Customer acknowledges and agrees that in connection with the provision of the Service, Oracle Offshore may store and maintain Customer Data for a period of time consistent with Oracle's standard business processes for the Services. Following expiration or termination of the Agreement or a Customer account, if applicable, Oracle will deactivate the applicable Customer account(s) and delete any data therein. Customer grants Oracle the right to host, use, process, display and transmit Customer Data to provide the Services pursuant to and in accordance with the Agreement and the applicable Estimate/Order Form or SOW. Customer has sole responsibility for the accuracy, quality, integrity, legality, reliability, and appropriateness of Customer Data, and for obtaining all rights related to Customer Data required by Oracle to perform the Services.

**2.13. Oracle Intellectual Property Rights.** All rights, title and interest in and to the Services (including without limitation all intellectual property rights therein and all modifications, extensions, customizations, scripts or other derivative works of the Service provided or developed by Oracle) and anything developed or delivered by or on behalf of Oracle under the Agreement (including without limitation Deliverables and Tools as such terms are defined in the Professional Services Addendum, and SuiteCloud Technologies) are owned exclusively by Oracle or its licensors. Except as provided in the Agreement, the rights granted to Customer do not convey any rights in the Service, express or implied, or ownership in the Service or any intellectual property rights thereto. Customer grants Oracle a royalty free, worldwide, perpetual, irrevocable, transferable right to use, modify, distribute and incorporate into the Services (without attribution of any kind) any suggestions, enhancement request, recommendations, proposals, correction or other feedback or information provided by Customer or any Users related to the operation or functionality of the Services. Any rights in the Services or Oracle's intellectual property not expressly granted herein by Oracle are reserved by Oracle. Oracle, NetSuite and OpenAir service marks, logos and product and service names are marks of Oracle (the "**Oracle Marks**"). Customer agrees not to display or use the Oracle Marks in any manner without Oracle's express prior written permission. The trademarks, logos and service marks of Third Party Application providers ("**Marks**") are the property of such third parties. Customer is not permitted to use these Marks without the prior written consent of such third party which may own the Mark.

**2.14. Updates.** During the subscription term identified in Customer's Estimate/Order Form, Oracle may update the Services and the Oracle NetSuite Written Materials to reflect changes in, among other things, laws, regulations, rules, technology, industry practices, patterns of system use, and availability of Third Party Applications. Oracle updates to the Services or the Oracle NetSuite Written Materials will not materially reduce the level of performance, functionality, security or availability of the Services during the term of Customer's Estimate/Order Form or SOW.

### **3. Warranties, Disclaimers and Exclusive Remedies.**

**3.1.** Each party represents that it has validly entered into the Agreement and that it has the power and authority to do so. Oracle China warrants that during the Term, Oracle will perform (i) the Remote Software Service using commercially reasonable care and skill in all material respects as described in the Oracle NetSuite Written Materials, and (ii) any Professional Services and Support Services in a professional manner consistent with industry standards (the warranties described by the foregoing clauses (i) and (ii), collectively, the "**Services Warranty**"). If the Services provided to Customer were not performed as warranted, Customer must promptly provide Oracle with a written notice that describes the deficiency in the Services (including, as applicable, the service request number notifying Oracle of the deficiency in the Services). For Professional Services, Customer must notify Oracle of any warranty deficiencies within 60 days from performance of the deficient Professional Services.

**3.2.** ORACLE DOES NOT WARRANT THAT THE SERVICES WILL BE PERFORMED ERROR-FREE OR UNINTERRUPTED, THAT ORACLE WILL CORRECT ALL SERVICES ERRORS, OR THAT THE SERVICES WILL MEET CUSTOMER'S REQUIREMENTS OR EXPECTATIONS. ORACLE IS NOT RESPONSIBLE FOR ANY ISSUES RELATED TO THE PERFORMANCE, OPERATION OR SECURITY OF THE SERVICES THAT ARISE FROM CUSTOMER DATA OR THIRD PARTY APPLICATIONS OR SERVICES PROVIDED BY THIRD PARTIES.

**3.3.** FOR ANY BREACH OF THE SERVICES WARRANTY, CUSTOMER'S EXCLUSIVE REMEDY AND ORACLE'S ENTIRE LIABILITY SHALL BE THE CORRECTION OF THE DEFICIENT SERVICES THAT CAUSED THE BREACH OF WARRANTY, OR, IF ORACLE CANNOT SUBSTANTIALLY CORRECT THE DEFICIENCY IN A COMMERCIALY REASONABLE MANNER, CUSTOMER MAY END THE DEFICIENT SERVICES AND ORACLE CHINA WILL REFUND TO CUSTOMER THE FEES FOR THE TERMINATED SERVICES THAT CUSTOMER PRE-PAID TO ORACLE CHINA FOR THE PERIOD FOLLOWING THE EFFECTIVE DATE OF TERMINATION.

**3.4.** TO THE EXTENT NOT PROHIBITED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS INCLUDING FOR SOFTWARE, HARDWARE, SYSTEMS, NETWORKS OR ENVIRONMENTS OR FOR MERCHANTABILITY, SATISFACTORY QUALITY AND FITNESS FOR A PARTICULAR PURPOSE.

#### **4. Intentionally Left Blank.**

#### **5. Indemnification.**

**5.1.** If a third party makes a claim against either Customer or Oracle ("Recipient" which may refer to Customer or Oracle depending upon which party received the Material), that any information, design, specification, instruction, software, service, data, hardware, or material (collectively, "Material") furnished by either Customer or Oracle ("Provider" which may refer to Customer or Oracle depending on which party provided the Material) and used by the Recipient infringes the third party's intellectual property rights, the Provider, at the Provider's sole cost and expense, will defend the Recipient against the claim and indemnify the Recipient from the damages, liabilities, costs and expenses awarded by the court to the third party claiming infringement or the settlement agreed to by the Provider, if the Recipient does the following:

- a. notifies the Provider promptly in writing, not later than 30 days after the Recipient receives notice of the claim (or sooner if required by applicable law);
- b. gives the Provider sole control of the defense and any settlement negotiations; and
- c. gives the Provider the information, authority and assistance the Provider needs to defend against or settle the claim.

**5.2.** If the Provider believes or it is determined that any of the Material may have violated a third party's intellectual property rights, the Provider may choose to either modify the Material to be non-infringing (while substantially preserving its utility or functionality) or obtain a license to allow for continued use, or if these alternatives are not commercially reasonable, the Provider may end the license for, and require return of, the applicable Material and refund any unused, prepaid fees the Recipient may have paid to the other party for such Material. If such return materially affects Oracle's ability to meet obligations under the relevant order, then Oracle China may, upon 30 days prior written notice, terminate the order. If such Material is third party technology and the terms of the third party license do not allow us to terminate the license, then Oracle may, upon 30 days prior written notice, end the Services associated with such Material and refund any unused, prepaid fees for such Services.

**5.3.** The Provider will not indemnify the Recipient if the Recipient (a) alters the Material or uses it outside the scope of use identified in the Provider's user or program documentation or the User Guides, or (b) uses a version of the Material which has been superseded, if the infringement claim could have been avoided by using an unaltered current version of the Material which was made available to the Recipient. The Provider will not indemnify the Recipient to the extent that an infringement claim is based upon any Material not furnished by the Provider. Oracle will not indemnify Customer to the extent that an infringement claim is based on a Third Party Application or any Material from a third party portal or other external source that is accessible or made available to Customer within or by the Services (e.g., a social media post from a third party blog or forum, a third party Web page accessed via a hyperlink, marketing data from third party data providers, etc.).

**5.4.** This Section 5 provides the parties' exclusive remedy for any infringement claims or damages.

#### **6. Suspension/Termination.**

**6.1. Suspension for Delinquent Account.** Oracle reserves the right to suspend Customer's access to and/or use of the Services if any payment is due but unpaid but only after Oracle has provided Customer two (2) delinquency notices, and at least thirty (30) days have passed since the transmission of the first notice.

**6.2. Suspension for Ongoing Harm.** Oracle may suspend Customer's or Users' access to, or use of, the Services, including without limitation, SuiteCloud Technologies, if Oracle believes that (a) there is a significant threat to the functionality, security, integrity, or availability of the Services or any content, data, or applications in the Services; (b) Customer or Users are accessing or using the Services to commit an illegal act; or (c) there is a violation of the Acceptable Use Policy. When reasonably practicable and lawfully permitted, Oracle will provide Customer with advance notice of any such suspension. Oracle will use reasonable efforts to re-establish the Services promptly after Oracle determines that the issue causing the suspension has been resolved. During any suspension period, Oracle will make Customer Data (as it existed on the suspension date) available to Customer. Any suspension under this section shall not excuse Customer from Customer's obligation to make payments under the Agreement.

**6.3. Termination for Cause.** If either Customer or Oracle China breaches a material term of the Agreement or any Estimate/Order Form or SOW and fails to correct the breach within thirty (30) days of written specification of the breach, then the breaching party is in default and the non-breaching party may terminate (a) in the case of breach of any Estimate/Order Form or SOW, the Estimate/Order Form and any applicable SOW under which the breach occurred; or (b) in the case of breach of the Agreement, the Agreement and all Estimates/Order Forms and SOWs that been placed under the Agreement. If Oracle



China terminates any orders as specified in the preceding sentence, Customer must pay within 30 days all amounts that have accrued prior to such termination, as well as all sums remaining unpaid for the Services under such Estimates/Order Forms and SOWs plus related taxes and expenses. Except for nonpayment of fees, the nonbreaching party may agree in its sole discretion to extend the 30 day period for so long as the breaching party continues reasonable efforts to cure the breach. Customer agrees that if it is in default under the Agreement, Customer may not use those Services ordered. Notwithstanding anything to the contrary in this Agreement and Estimate/Order Form, Oracle China may terminate this Agreement and Estimate/Order Form without any liability to Oracle by giving Customer prior written notice if there are any amendments to existing regulations and any changes to the regulatory practice that restrain the parties from carrying out the transaction as contemplated under this Agreement and Estimate/Order Form.

**6.4.** Customer agrees that Oracle shall not be liable to Customer or other third party for any suspension pursuant to this Section.

## **7. Modifications; Discontinuation of Services.**

**7.1 To the Service.** Oracle reserves the right to discontinue offering the Services at the conclusion of Customer's then current subscription term for such Services.

**7.2 To Applicable Terms.** Oracle may make changes to these Terms of Service and such changes will be effective 30 days from the date they are posted online. If Oracle makes a material change to these Terms of Service, and the change has a material adverse impact on Customer and Customer does not agree to the change, Customer must so notify Oracle via [legalnotices@netsuite.com](mailto:legalnotices@netsuite.com) prior to the end of Customer's then current subscription term ("Notification Date"). If Customer notifies Oracle as required, then as of the Notification Date, Customer will remain governed by the Terms of Service in effect immediately prior to the change until the end of the then current subscription term for the affected Service(s). If the affected Service(s) is renewed, it will be renewed under Oracle's then current Terms of Service.

## **8. Service Monitoring and Analyses**

**8.1** Oracle continuously monitors the Remote Software Service to facilitate Oracle's operation of the Services; to help resolve Customer service requests; to detect and address threats to the functionality, security, integrity, and availability of the Services as well as any content, data, or applications in the Services; and to detect and address illegal acts or violations of the Acceptable Use Policy. Oracle monitoring tools do not collect or store any Customer Data residing in the Services, except as needed for such purposes. Oracle does not monitor, and does not address issues with, non-Oracle software provided by Customer or any of Customer's Users that is stored in, or run on or through, the Services. Information collected by Oracle monitoring tools (excluding Customer Data) may also be used to assist in managing Oracle's product and service portfolio, to help Oracle address deficiencies in its product and service offerings, and for license management purposes.

**8.2** Oracle may (i) compile statistical and other information related to the performance, operation, and use of the Services, and (ii) use data from the Services in aggregated form for security and operations management, to create statistical analyses, and for research and development purposes (clauses (i) and (ii) are collectively referred to as "**Service Analyses**"). Oracle may make Service Analyses publicly available; however, Service Analyses will not incorporate Customer Data, personal information or Confidential Information in a form that could serve to identify Customer or any individual. Oracle retains all intellectual property rights in Service Analyses.

## **9. Export.**

**9.1.** Export laws and regulations of the United States and any other relevant local export laws and regulations apply to the Services. Such export laws govern use of the Services (including technical data) and any Services deliverables provided under the Agreement, and Customer and Oracle each agree to comply with all such export laws and regulations (including "deemed export" and "deemed re-export" regulations). Customer agrees that no data, information, software programs and/or materials resulting from the Services (or direct product thereof) will be exported, directly or indirectly, in violation of these laws, or will be used for any purpose prohibited by these laws including, without limitation, nuclear, chemical, or biological weapons proliferation, or development of missile technology.

**9.2.** Customer acknowledges that the Services are designed with capabilities for Customer and Customer Users to access the Services without regard to geographic location and to transfer or otherwise move Customer Data between the Services and other locations such as User workstations. Customer is solely responsible for the authorization and management of User accounts across geographic locations, as well as export control and geographic transfer of Customer Data.

**10. Audit.** Upon forty-five (45) days written notice and no more than once every twelve (12) months, Oracle may audit Customer's use of the Remote Software Services to ensure Customer's use of the Remote Software Services is in compliance with the terms of the applicable Estimate/Order Form and the Agreement. Any such audit shall not unreasonably interfere with Customer's normal business operations. Customer agrees to cooperate with Oracle's audit and to provide reasonable assistance



and access to information reasonably requested by Oracle. The performance of the audit and non-public data obtained during the audit (including findings or reports that result from the audit) shall be subject to the Confidentiality provisions of the Agreement. If the audit identifies non-compliance, Customer agrees to remedy (which may include, without limitation, the payment of any fees for additional Remote Software Services) such non-compliance within 30 days of written notification of that non-compliance. Customer agrees that Oracle shall not be responsible for any of Customer's costs incurred in cooperating with the audit.

**11. Non-Impediment.** Nothing in the Agreement shall be construed as precluding or limiting in any way the right of Oracle to provide consulting, development, or other services of any kind to any individual or entity (including without limitation performing services or developing materials which are similar to and/or competitive with the Professional Services and/or deliverables hereunder).

**12. Order of Precedence.** In the event of any inconsistencies between the terms of an Estimate/Order Form and the Agreement, the Estimate/Order Form shall take precedence; however, unless expressly stated otherwise in an Estimate/Order Form, the terms of the Data Processing Agreement shall take precedence over any inconsistent terms in an Estimate/Order Form. In the event of any inconsistencies between the Subscription Services Agreement and these Terms of Service, the Terms of Service shall take precedence.

**13. Oracle Business Partners.** Oracle China's business partners and other third parties, including any third parties with which the Services have integrations or that are retained by Customer to provide consulting services, implementation services or applications that interact with the Services, are independent of Oracle China and are not Oracle China's agents. Oracle China is not liable for, bound by, or responsible for any problems with the Services or Customer Data arising due to any acts of any such business partner or third party, unless the business partner or third party is providing Services as Oracle China's subcontractor on an engagement ordered under the Agreement and, if so, then only to the same extent as Oracle China would be responsible for our resources under the Agreement.