

Next Technik Support Assistance Matrix

Use of the Oracle NetSuite Support hotlines and SuiteAnswers to create and manage cases is effective **June 3, 2024**.

REQUEST TYPE	CONTACT
Questions regarding use of or access to NetSuite SuiteAnswers or NetSuite Account Center	NetSuite Support via the NetSuite Support hotline
Technical product Issues	NetSuite Support via SuiteAnswers
Product Defects	NetSuite Support via SuiteAnswers
Questions regarding the use of the application	NetSuite Support via SuiteAnswers
Cloud service system availability	NetSuite Support via SuiteAnswers
Product enhancement requests	NetSuite Support via SuiteAnswers
Customization consultation, activation request, or maintenance	If you have Advanced Customer Support (ACS), reach out to your ACS Delivery Manager. Otherwise, reach out to your account sales representative to discuss support options available to you.
Adding additional cloud subscription services or licenses, or billing questions	Your account sales representative