



# Oracle NetSuite Training Service Descriptions

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## Service Descriptions: Oracle-NetSuite Customer LCS Pass-Company Access

### 6589 - CUSTOMER LEARNING CLOUD SUPPORT COMPANY PASS - STARTER

**Usage Limits:** The **Customer Learning Cloud Support Company Pass – Starter** is subject to the following usage limits:

- Includes online access for the total number of authorized Users assigned to your NetSuite account for the Cloud Service to the following Featured Content, found in the “Library” section on the NetSuite My Learn website (<https://mylearn.oracle.com/netsuite/home>): “Format: Course” (including Explorer Pass and Company Pass), “Format: Course (Article)”, “Format: Learning Paths”, and “Format: Live Events”.
- Registered users are the only users who may use the Services, courses and/or materials. Sharing the login information with others is prohibited and may result in pass revocation.
- Training Services (i.e., online content or other Services) may not be extended or exceed the applicable Term as stated on the Estimate/Order Form.
- NetSuite Training Demo Accounts are included when they form part of the course curriculum. Users may request one NetSuite Training Demo Account. NetSuite Training Demo Accounts are subject to the Oracle NetSuite Trial Account Agreement (found at <https://www.oracle.com/corporate/contracts/cloud-services/netsuite/contracts.html>).
- All content is designed, developed, delivered and presented in English. Other languages may be made available by Oracle at its sole discretion.
- All meetings with Oracle employees are scheduled and delivered using an Oracle authorized method of delivery.

### Customer Responsibilities:

- Customer will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused portion of the Services.
- It is the responsibility of Customer to ensure renewals are processed before expiration.
- Users may not film or record Oracle’s delivery of the Services, Oracle resources, or any Oracle materials, printed or recorded.

### 6590 - CUSTOMER LEARNING CLOUD SUPPORT COMPANY PASS - STANDARD

**Usage Limits:** The **Customer Learning Cloud Support Company Pass – Standard** is subject to the following usage limits:

- Includes online access for the total number of authorized Users assigned to your NetSuite account for the Cloud Service to the following Featured Content, found in the “Library” section on the NetSuite My Learn website (<https://mylearn.oracle.com/netsuite/home>): “Format: Course” (including Explorer Pass and Company Pass), “Format: Course (Article)”, “Format: Learning Paths”, and “Format: Live Events”.

- Four (4) Training Advising Sessions with an Education Advisor for up to two (2) hours per session will be available per 1-year term (if less than one year is purchased the number of sessions will be prorated.) Training Advising Sessions include an analysis of Customer’s enablement needs at any step of Customer’s NetSuite journey, personalized learning plan advising and course guidance to help Customer’s Users achieve their goals.
- Registered users are the only users who may use the Services, courses and/or materials. Sharing the login information with others is prohibited and may result in pass revocation.
- Training Services (i.e. online content, advising events, or other Services) may not be extended or exceed the applicable Term as stated on the Estimate/Order Form.
- NetSuite Training Demo Accounts are included when they form part of the course curriculum. Users may request one NetSuite Training Demo Account. NetSuite Training Demo Accounts are subject to the Oracle NetSuite Trial Account Agreement (found at <https://www.oracle.com/corporate/contracts/cloud-services/netsuite/contracts.html>).
- All content is designed, developed, delivered and presented in English. Other languages may be made available by Oracle at its sole discretion.
- All meetings with Oracle employees are scheduled and delivered using an Oracle authorized method of delivery.

#### Customer Responsibilities:

- Customer will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused portion of the Services.
- It is the responsibility of Customer to ensure renewals are processed before expiration.
- Users may not film or record Oracle’s delivery of the Services, Oracle resources, or any Oracle materials, printed or recorded.

#### 6591 - CUSTOMER LEARNING CLOUD SUPPORT COMPANY PASS - PREMIUM

**Usage Limits:** The **Customer Learning Cloud Support Company Pass – Premium** is subject to the following usage limits:

- Includes online access for the total number of authorized Users assigned to your NetSuite account for the Cloud Service to the following Featured Content, found in the “Library” section on the NetSuite My Learn website (<https://mylearn.oracle.com/netsuite/home>): “Format: Course” (including Explorer Pass and Company Pass), “Format: Course (Article)”, “Format: Learning Paths”, and “Format: Live Events”.
  - Six (6) Training Advising Sessions with an Education Advisor for up to two (2) hours per session will be available per 1-year term (if less than one year is purchased the number of sessions will be prorated.) Training Advising Sessions include an analysis of Customer’s enablement needs at any step of Customer’s NetSuite journey, personalized learning plan advising and course guidance to help Customer’s Users achieve their goals.
- Registered users are the only users who may use the Services, courses and/or materials. Sharing the login information with others is prohibited and may result in pass revocation.
- Training Services (i.e. online content, advising events, or other Services) may not be extended or exceed the applicable Term as stated on the Estimate/Order Form.

- NetSuite Training Demo Accounts are included when they form part of the course curriculum. Users may request one NetSuite Training Demo Account. NetSuite Training Demo Accounts are subject to the Oracle NetSuite Trial Account Agreement (found at <https://www.oracle.com/corporate/contracts/cloud-services/netsuite/contracts.html>).
- All content is designed, developed, delivered and presented in English. Other languages may be made available by Oracle at its sole discretion.
- All meetings with Oracle employees are scheduled and delivered using an Oracle authorized method of delivery.

### Customer Responsibilities:

- Customer will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused portion of the Services.
- It is the responsibility of Customer to ensure renewals are processed before expiration.
- Users may not film or record Oracle's delivery of the Services, Oracle resources, or any Oracle materials, printed or recorded.

### 6632 - CUSTOMER LEARNING CLOUD SUPPORT COMPANY PASS - ENTERPRISE

**Usage Limits:** The Customer Learning Cloud Support Company Pass – Enterprise is subject to the following usage limits:

- Includes online access for the total number of authorized Users assigned to your NetSuite account for the Cloud Service to the following Featured Content, found in the “Library” section on the NetSuite My Learn website (<https://mylearn.oracle.com/netsuite/home>): “Format: Course” (including Explorer Pass and Company Pass), “Format: Course (Article)”, “Format: Learning Paths”, and “Format: Live Events”.
  - Six (6) Training Advising Sessions with an Education Advisor for up to two (2) hours per session will be available per 1-year term (if less than one year is purchased the number of sessions will be prorated.) Training Advising Sessions include an analysis of Customer's enablement needs at any step of Customer's NetSuite journey, personalized learning plan advising and course guidance to help Customer's Users achieve their goals.
- Registered users are the only users who may use the Services, courses and/or materials. Sharing the login information with others is prohibited and may result in pass revocation.
- Training Services (i.e. online content, advising events, or other Services) may not be extended or exceed the applicable Term as stated on the Estimate/Order Form.
- NetSuite Training Demo Accounts are included when they form part of the course curriculum. Users may request one NetSuite Training Demo Account. NetSuite Training Demo Accounts are subject to the Oracle NetSuite Trial Account Agreement (found at <https://www.oracle.com/corporate/contracts/cloud-services/netsuite/contracts.html>).
- All content is designed, developed, delivered and presented in English. Other languages may be made available by Oracle at its sole discretion.
- All meetings with Oracle employees are scheduled and delivered using an Oracle authorized method of delivery.

## Customer Responsibilities:

- Customer will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused portion of the Services.
- It is the responsibility of Customer to ensure renewals are processed before expiration.
- Users may not film or record Oracle's delivery of the Services, Oracle resources, or any Oracle materials, printed or recorded.

## Service Descriptions: NetSuite Guided Learning

### Definition of Guide Types

Customization Type	Description
Personalized Guide	<ul style="list-style-type: none"><li>• Oracle's personalization of an existing guide based upon Customer's requirements and deployed to Customer's NetSuite Services. Such existing guides are identified in 1 through 6 below.</li></ul>
1. Guided Pop-up	<ul style="list-style-type: none"><li>• Pop-up message, with guide attached.</li><li>• Role and page driven.</li><li>• Can be used for any type of messaging.</li></ul>
2. Smart Pop-up	<ul style="list-style-type: none"><li>• Pop-up message, no guide attached.</li><li>• Role and page driven.</li><li>• Can be used for any type of messaging.</li></ul>
3. Beacon	<ul style="list-style-type: none"><li>• A blinking dot which can be placed next to an element or field.</li><li>• Can be used to launch a tip with information and/or links.</li><li>• Can be used to launch a Guided Learning flow.</li></ul>
4. Smart Tip	<ul style="list-style-type: none"><li>• A static tip next to fields.</li><li>• Displays when User 'hovers' over the tip icon.</li><li>• Not dependent on a guide being launched; always available on the page.</li></ul>
5. Task List	<ul style="list-style-type: none"><li>• A grouping of related guides or links in a logical order.</li><li>• Multiple Task Lists can be configured and can be switched on from within the Guided Learning system.</li><li>• Can initiate system flows or link to non-system related tasks.</li></ul>
6. Mobile Guide	<ul style="list-style-type: none"><li>• Configures any of the guide types 1 through 5 (above) for use on a mobile device.</li></ul>
New Guide	<ul style="list-style-type: none"><li>• A guide that covers different process navigation for a non-generic job role or covers different process navigation for a different business unit, subsidiary or country.</li></ul>

### 6959 - NETSUITE GUIDED LEARNING - PREMIUM

**Guides:** For NetSuite Guided Learning – Premium, Oracle will create and maintain up to a total of fifty (50) Personalized Guides, or up to ten (10) New Guides, as determined between Customer and Oracle during the Term for NetSuite Guided Learning – Premium specified in Customer's Estimate/Order Form. If the Term for NetSuite Guided Learning – Premium specified in Customer's Estimate/Order Form is less than one (1) year, the number of guides will be prorated. Each New Guide shall equate to five (5) Personalized Guides.

A. A Personalized Guide shall consist of any one of the following guides:

- 1) Guided Pop-up
- 2) Smart Pop-up

- 3) Beacon
  - 4) Smart Tip
  - 5) Task List
  - 6) Mobile Guide
- B. A New Guide consists of a new, customized guide defining a new process flow within Customer's Cloud Service.
- C. Oracle will analyze and document the Customer's NetSuite Guided Learning - Premium requirements based on an assessment of how the Customer has personalized its NetSuite production instance. Working with Customer, Oracle will identify the roles within the Cloud Service that require NetSuite Guided Learning - Premium, the guides that each role will map to and any subsequent customization or tailoring of these flows to fit with Customer's business flows. Oracle will maintain and update these guides as required for new and generally available releases of Customer's Cloud Service during the Term for NetSuite Guided Learning - Premium, specified in Customer's Estimate/Order Form not to exceed twenty (20) days of effort over each twelve (12) month period beginning on the effective date of the Estimate/Order Form.

**Pre-requisites:**

- A. Procure the Cloud Service prior to (or simultaneously with) the commencement of NetSuite Guided Learning - Premium under Customer's order and maintain such Cloud Services for the duration of the Term of NetSuite Guided Learning - Premium provided under Customer's Estimate/Order Form.
- B. Customer must procure and maintain Customer Learning Cloud Support Company Pass - Premium subscription for the duration of the NetSuite Guided Learning - Premium Term specified on Customer's Estimate/Order Form.

**Usage Limits:** The **NetSuite Guided Learning - Premium** is subject to the following usage limits:

- A. All content is designed, developed, delivered, and presented in English. Other languages may be made available by Oracle at its sole discretion.
- B. Includes online access for the total number of Users assigned to Customer's NetSuite account for the Cloud Service.
- C. The initial Term specified in Customer's Estimate/Order Form for NetSuite Guided Learning - Premium must be a minimum of one (1) year.

**Customer Responsibilities:** Customer acknowledges that Oracle's ability to deliver NetSuite Guided Learning - Premium depends upon Customer's fulfillment of the following obligations:

- A. NetSuite Guided Learning - Premium identified in Customer's Estimate/Order Form must be used within the Term listed on Customer's Estimate/Order Form. Any portion of NetSuite Guided Learning - Premium not used within the Term will be automatically forfeited by Customer. Customer will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused portion of the Services.
- B. Maintain the properly configured hardware/operating system platform to support NetSuite Guided Learning - Premium.
- C. Allow Oracle's access to Customer's production system configuration to the extent necessary for Oracle to deliver NetSuite Guided Learning - Premium.
- D. Provide Oracle with full access to the relevant functional, technical, and business resources with adequate skills and knowledge to deliver of NetSuite Guided Learning - Premium.
- E. Provide Oracle access to any production environments or shared development environments only to the extent necessary for Oracle to deliver NetSuite Guided Learning - Premium.

- F. Users may not film or record Oracle's delivery of NetSuite Guided Learning - Premium, Oracle resources, or any Oracle materials, printed or recorded.
- G. Provide any notices, and obtain any consents, required for Oracle to deliver NetSuite Guided Learning - Premium.
- H. As required by U.S. Department of Labor regulations (20 CFR 655.734), allow Oracle to post a notice regarding Oracle H1-B employee(s) at the work site prior to the employee's arrival on site (if applicable).

## **6958 - NETSUITE GUIDED LEARNING – ENTERPRISE**

**Guides:** For NetSuite Guided Learning – Enterprise, Oracle will create and maintain up to a total of fifty (50) Personalized Guides, or up to ten (10) New Guides, as determined between Customer and Oracle during the Term for NetSuite Guided Learning – Enterprise specified in Customer's Estimate/Order Form. If the Term for NetSuite Guided Learning – Enterprise specified in Customer's Estimate/Order Form is less than one (1) year, the number of guides will be prorated. Each New Guide shall equate to five (5) Personalized Guides.

- A. A Personalized Guide shall consist of any one of the following guides:
  - 1) Guided Pop-up
  - 2) Smart Pop-up
  - 3) Beacon
  - 4) Smart Tip
  - 5) Task List
  - 6) Mobile Guide
- B. A New Guide consists of a new, customized guide defining a new process flow within Customer's Cloud Service.
- C. Oracle will analyze and document the Customer's NetSuite Guided Learning - Enterprise requirements based on an assessment of how the Customer has personalized its NetSuite production instance. Working with Customer, Oracle will identify the roles within the Cloud Service that require NetSuite Guided Learning - Enterprise, the guides that each role will map to and any subsequent customization or tailoring of these flows to fit with Customer's business flows. Oracle will maintain and update these guides as required for new and generally available releases of Customer's Cloud Service during the Term for NetSuite Guided Learning – Enterprise, specified in Customer's Estimate/Order Form not to exceed twenty (20) days of effort over each twelve (12) month period beginning on the effective date of the Estimate/Order Form.

### **Pre-requisites:**

- A. Procure the Cloud Service prior to (or simultaneously with) the commencement of NetSuite Guided Learning - Enterprise under Customer's order and maintain such Cloud Services for the duration of the Term of NetSuite Guided Learning – Enterprise provided under Customer's Estimate/Order Form.
- B. Customer must procure and maintain Customer Learning Cloud Support Company Pass – Enterprise subscription for the duration of the NetSuite Guided Learning – Enterprise Term specified on Customer's Estimate/Order Form.

**Usage Limits:** The **NetSuite Guided Learning - Enterprise** is subject to the following usage limits:

- A. All content is designed, developed, delivered, and presented in English. Other languages may be made available by Oracle at its sole discretion.
- B. Includes online access for the total number of Users assigned to Customer's NetSuite account for the Cloud Service.



- C. The initial Term specified in Customer's Estimate/Order Form for NetSuite Guided Learning – Enterprise must be a minimum of one (1) year.

**Customer Responsibilities:** Customer acknowledges that Oracle's ability to deliver NetSuite Guided Learning – Enterprise depends upon Customer's fulfillment of the following obligations:

- A. NetSuite Guided Learning - Enterprise identified in Customer's Estimate/Order Form must be used within the Term listed on Customer's Estimate/Order Form. Any portion of NetSuite Guided Learning - Enterprise not used within the Term will be automatically forfeited by Customer. Customer will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused portion of the Services.
- B. Maintain the properly configured hardware/operating system platform to support NetSuite Guided Learning – Enterprise.
- C. Allow Oracle's access to Customer's production system configuration to the extent necessary for Oracle to deliver NetSuite Guided Learning - Enterprise.
- D. Provide Oracle with full access to the relevant functional, technical, and business resources with adequate skills and knowledge to deliver of NetSuite Guided Learning - Enterprise.
- E. Provide Oracle access to any production environments or shared development environments only to the extent necessary for Oracle to deliver NetSuite Guided Learning - Enterprise.
- F. Users may not film or record Oracle's delivery of NetSuite Guided Learning - Enterprise, Oracle resources, or any Oracle materials, printed or recorded.
- G. Provide any notices, and obtain any consents, required for Oracle to deliver NetSuite Guided Learning - Enterprise.
- H. As required by U.S. Department of Labor regulations (20 CFR 655.734), allow Oracle to post a notice regarding Oracle H1-B employee(s) at the work site prior to the employee's arrival on site (if applicable).

## **6960 - NETSUITE GUIDED LEARNING – SERVICE PACK**

**Guides:** For NetSuite Guided Learning – Service Pack, Oracle will create and maintain up to a total of fifty (50) Personalized Guides, or up to ten (10) New Guides, as determined between Customer and Oracle during the Term for NetSuite Guided Learning – Service Pack specified in Customer's Estimate/Order Form. If the Term for NetSuite Guided Learning – Service Pack specified in Customer's Estimate/Order Form is less than one (1) year, the number of guides will be prorated. Each New Guide shall equate to five (5) Personalized Guides.

- A. A Personalized Guide shall consist of any one of the following guides:
  - 1) Guided Pop-up
  - 2) Smart Pop-up
  - 3) Beacon
  - 4) Smart Tip
  - 5) Task List
  - 6) Mobile Guide
- B. A New Guide consists of a new, customized guide defining a new process flow within Customer's Cloud Service.
- C. Oracle will analyze and document the Customer's NetSuite Guided Learning - Service Pack requirements based on an assessment of how the Customer has personalized its NetSuite production instance. Working with Customer, Oracle will identify the roles within the Cloud Service that require NetSuite Guided Learning - Service Pack, the guides that each role will map to and any subsequent customization or tailoring of these flows to fit with Customer's business flows. Oracle will maintain and update these guides as

required for new and generally available releases of Customer's Cloud Service during the Term for NetSuite Guided Learning – Service Pack, specified in Customer's Estimate/Order Form not to exceed twenty (20) days of effort over each twelve (12) month period beginning on the effective date of the Estimate/Order Form.

**Pre-requisites:**

- A. Procure the Cloud Service prior to (or simultaneously with) the commencement of NetSuite Guided Learning – Enterprise or Premium under Customer's order and maintain such Cloud Services for the duration of the Term of NetSuite Guided Learning – Enterprise or Premium provided under Customer's Estimate/Order Form.
- B. Customer must procure and maintain the applicable Customer Learning Cloud Support Company Pass Premium or Enterprise subscription for the duration of NetSuite Guided Learning – Service Pack Term specified on Customer's Estimate/Order Form. Customer must procure and maintain Oracle NetSuite Guided Learning Services subscription for the applicable Cloud Service(s) that will utilize the Service Pack Guides.

**Usage Limits:** The **NetSuite Guided Learning – Service Pack** is subject to the following usage limits:

- A. All content is designed, developed, delivered, and presented in English. Other languages may be made available by Oracle at its sole discretion.
- B. Includes online access for the total number of Users assigned to Customer's NetSuite account for the Cloud Service.
- C. The initial Term specified in Customer's Estimate/Order Form for NetSuite Guided Learning – Enterprise must be a minimum of one (1) year.

**Customer Responsibilities:** Customer acknowledges that Oracle's ability to deliver NetSuite Guided Learning – Service Pack depends upon Customer's fulfillment of the following obligations:

- A. NetSuite Guided Learning - Enterprise identified in Customer's Estimate/Order Form must be used within the Term listed on Customer's Estimate/Order Form. Any portion of NetSuite Guided Learning - Enterprise not used within the Term will be automatically forfeited by Customer. Customer will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused portion of the Services.
- B. Maintain the properly configured hardware/operating system platform to support NetSuite Guided Learning – Enterprise.
- C. Allow Oracle's access to Customer's production system configuration to the extent necessary for Oracle to deliver NetSuite Guided Learning - Enterprise.
- D. Provide Oracle with full access to the relevant functional, technical, and business resources with adequate skills and knowledge to deliver of NetSuite Guided Learning - Enterprise.
- E. Provide Oracle access to any production environments or shared development environments only to the extent necessary for Oracle to deliver NetSuite Guided Learning - Enterprise.
- F. Users may not film or record Oracle's delivery of NetSuite Guided Learning - Enterprise, Oracle resources, or any Oracle materials, printed or recorded.
- G. Provide any notices, and obtain any consents, required for Oracle to deliver NetSuite Guided Learning - Enterprise.
- H. As required by U.S. Department of Labor regulations (20 CFR 655.734), allow Oracle to post a notice regarding Oracle H1-B employee(s) at the work site prior to the employee's arrival on site (if applicable).

## Service Descriptions: Training on Demand Pass

### TRAINING ON DEMAND PASS

**Usage Limits:** The **Training On Demand Pass** is subject to the following usage limits:

- Includes online access to the [Training On Demand Pass Catalog](#) for one (1) registered User.
- Registered Users are the only Users who may use the Services, courses and/or materials. Sharing login information with others is prohibited and may result in pass revocation.
- Training Services (i.e., online content or other Services) may not be extended or exceed the applicable Term as stated on the Estimate/Order Form.
- To register for the pass the named user must provide their company, name and email address via the [Contact NetSuite Training Form](#).
- NetSuite Training Demo Accounts are included when they form part of the course curriculum. Users may request one NetSuite Training Demo Account. NetSuite Training Demo Accounts are subject to the Oracle NetSuite Trial Account Agreement (found at <https://www.oracle.com/corporate/contracts/cloud-services/netsuite/contracts.html>).
- All meetings with Oracle employees are scheduled and delivered using an Oracle authorized method of delivery.

### Customer Responsibilities:

- Customer will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused portion of the Services.
- It is the responsibility of Customer to ensure renewals are processed before expiration.
- Users may not film or record Oracle's delivery of the Services, Oracle resources, or any Oracle materials, printed or recorded.

## Service Descriptions: Oracle-NetSuite -Tailored Training Events Packs

### 6770 - TAILORED TRAINING EVENTS PACK-STANDARD

**Usage Limits:** The **Tailored Training Events Pack-Standard** is subject to the following usage limits:

- Includes online access for Four (4) Tailored Training Events per contracted order quantity.
- Registered event attendees are the only Users who may use the Services, courses and/or materials. Sharing the event material with non-registered attendees is prohibited and may result in loss of the remaining purchased events.
- Training materials and other Deliverables may not be modified unless authorized by Oracle in writing.
- Tailored Training Event will be identified and executed in collaboration with Customer based on the assessment of Customer's enablement needs outlined in a learning plan that describes topics (functional or technical) mutually agreed upon by Oracle and Customer, which will serve as the basis for the delivery of the Services outlined in the learning plan.

- Each Tailored Training Event is up to two (2) hours per event for up to sixteen (16) attendees per event delivered in Customer's account unless otherwise specified by Oracle.
- Event delivery is based on the mutual availability of Customer and Oracle as well as the readiness parameters outlined in the learning plan.
- Performed remotely unless otherwise mutually agreed upon in writing.
- Oracle may cancel or reschedule a Tailored Training Event at its discretion, and if it does, will use reasonable efforts to notify Customer at least one week in advance. Customer will not be charged if Oracle cancels or reschedules.
- All Services performed outside normal business hours or performed in excess of ten (10) hours per day (or fifty (50) hours per week) by any Oracle resource shall require Oracle's prior written consent. All content is designed, developed, delivered and presented in English. Other languages may be made available by Oracle at its sole discretion.
- All Services must be completed no later than 12 months after purchase or such Services will be forfeited.
- This Service is available to Customers who have purchased the NetSuite Cloud Service Standard product suite.

### Customer Responsibilities:

- Customer will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused portion of the Services.
- Users may not film or record Oracle's delivery of the Services, Oracle resources, or any Oracle materials, printed or recorded.
- All meetings with Oracle employees are scheduled and delivered via Oracle's Zoom account.
- Customer will use commercially reasonable efforts to attend all scheduled meetings. The repeated cancellation of meetings may result in delay of the learning plan.
- Customer will provide Oracle with dedicated user access to Customer's systems necessary for the performance of the Services.
- Customer will be responsible for editing, printing, shipping and copying charges for all materials provided which are for Customer's internal training purposes only. Customer is prohibited from reselling, sharing or sublicensing any training Deliverables. Any use of materials outside Customer's organization is expressly prohibited.
- Customer will provide full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of the Services.
- Customer is responsible for providing appropriate training facilities for the training delivery, including without limitation internet connectivity, student access to a NetSuite Training Demo Account to which Customer may be granted access (subject to the terms of the Trial Account Agreement found at <https://www.oracle.com/corporate/contracts/cloud-services/netsuite/contracts.html>), projector, student computers and other reasonable classroom amenities.
- Customer shall limit Oracle's access to any production environments or shared development environments and provide access only to the extent necessary for Oracle to perform the Services.
- As required by U.S. Department of Labor regulations (20 CFR 655.734), allow Oracle to post a notice regarding Oracle H-1B employee(s) at the work site prior to the employee's arrival on site.
- If using a sandbox, Customer will make sandbox available for training activities to the extent necessary for Oracle to perform the Services. If no sandbox is available, Customer will make production environment available for training activities and be responsible for all training data cleanup at the conclusion of the training activity.

- Customer may cancel or reschedule an event up to 10 business days prior to the start of the event. Events cancelled or rescheduled within ten (10) business days prior to the class start date will be charged the FULL course price.
- Timely provision of and access to cooperation, complete and accurate information and data from Customer's officers, agents, and employees, as well as office accommodations, facilities, equipment, and on-site assistance if required (collectively, "cooperation") are essential to the performance of any Services as set forth in Customer's Estimate/Order Form. Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Customer's failure to provide full cooperation.
- Customer will provide Oracle resources performing Services at Customer site a safe and healthful workspace (e.g., a workspace that is free from recognized hazards that are causing, or likely to cause, death or serious physical harm, a workspace that has proper ventilation, sound levels acceptable for resources performing Services in the workspace, and ergonomically correct workstations).
- Customer will provide any notices, and obtain any consents, required for Oracle to perform Services (e.g. such as securing access to company internet if performing Services on-site).
- In addition to the fees set forth in your Estimate/Order Form, Customer agrees to reimburse Oracle for travel and out of pocket expenses related to providing any on-site Services.

**Renewal:** Notwithstanding anything to the contrary in the Agreement, the Tailored Training Events Pack – Standard Services will not renew at the end of Customer's Term.

## 6771 - TAILORED TRAINING EVENTS PACK-PREMIUM

**Usage Limits:** The **Tailored Training Events Pack-Premium** is subject to the following usage limits:

- Includes online access for Four (4) Tailored Training Events per contracted order quantity.
- Registered event attendees are the only Users who may use the Services, courses and/or materials. Sharing the event material with non-registered attendees is prohibited and may result in loss of the remaining purchased events.
- Training materials and other Deliverables may not be modified unless authorized by Oracle in writing.
- Tailored Training Event will be identified and executed in collaboration with Customer based on the assessment of Customer's enablement needs outlined in a learning plan that describes topics (functional or technical) mutually agreed upon by Oracle and Customer, which will serve as the basis for the delivery of the Services outlined in the learning plan.
- Each Tailored Training Event is up to two (2) hours per event for up to sixteen (16) attendees per event delivered in Customer's account unless otherwise specified by Oracle.
- Event delivery is based on the mutual availability of Customer and Oracle as well as the readiness parameters outlined in the learning plan.
- Performed remotely unless otherwise mutually agreed upon in writing.
- Oracle may cancel or reschedule a Tailored Training Event at its discretion, and if it does, will use reasonable efforts to notify Customer at least one week in advance. Customer will not be charged if Oracle cancels or reschedules.
- All Services performed outside normal business hours or performed in excess of ten (10) hours per day (or fifty (50) hours per week) by any Oracle resource shall require Oracle's prior written consent. All content is designed, developed, delivered and presented in English. Other languages may be made available by Oracle at its sole discretion.

- All Services must be completed no later than 12 months after purchase or such Services will be forfeited.
- This Service is available to Customers who have purchased the NetSuite Cloud Service Premium product suite.

### Customer Responsibilities:

- Customer will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused portion of the Services.
- Users may not film or record Oracle's delivery of the Services, Oracle resources, or any Oracle materials, printed or recorded.
- All meetings with Oracle employees are scheduled and delivered via Oracle's Zoom account.
- Customer will use commercially reasonable efforts to attend all scheduled meetings. The repeated cancellation of meetings may result in delay of the learning plan.
- Customer will provide Oracle with dedicated user access to Customer's systems necessary for the performance of the Services.
- Customer will be responsible for editing, printing, shipping and copying charges for all materials provided which are for Customer's internal training purposes only. Customer is prohibited from reselling, sharing or sublicensing any training Deliverables. Any use of materials outside Customer's organization is expressly prohibited.
- Customer will provide full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of the Services.
- Customer is responsible for providing appropriate training facilities for the training delivery, including without limitation internet connectivity, student access to a NetSuite Trial Demo Account to which Customer may be granted access (subject to the terms of the Trial Account Agreement found at <https://www.oracle.com/corporate/contracts/cloud-services/netsuite/contracts.html>), projector, student computers and other reasonable classroom amenities.
- Customer shall limit Oracle's access to any production environments or shared development environments and provide access only to the extent necessary for Oracle to perform the Services.
- As required by U.S. Department of Labor regulations (20 CFR 655.734), allow Oracle to post a notice regarding Oracle H-1B employee(s) at the work site prior to the employee's arrival on site.
- If using a sandbox, Customer will make sandbox available for training activities to the extent necessary for Oracle to perform the Services. If no sandbox is available, Customer will make production environment available for training activities and be responsible for all training data cleanup at the conclusion of the training activity.
- Customer may cancel or reschedule an event up to 10 business days prior to the start of the event. Events cancelled or rescheduled within ten (10) business days prior to the class start date will be charged the FULL course price.
- Timely provision of and access to cooperation, complete and accurate information and data from Customer's officers, agents, and employees, as well as office accommodations, facilities, equipment, and on-site assistance if required (collectively, "cooperation") are essential to the performance of any Services as set forth in Customer's Estimate/Order Form. Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Customer's failure to provide full cooperation.
- Customer will provide Oracle resources performing Services at Customer site a safe and healthful workspace (e.g., a workspace that is free from recognized hazards that are causing, or likely to cause,

death or serious physical harm, a workspace that has proper ventilation, sound levels acceptable for resources performing Services in the workspace, and ergonomically correct workstations).

- Customer will provide any notices, and obtain any consents, required for Oracle to perform Services (e.g. such as securing access to company internet if performing Services on-site).
- In addition to the fees set forth in your Estimate/Order Form, Customer agrees to reimburse Oracle for travel and out of pocket expenses related to providing any on-site Services.

**Renewal:** Notwithstanding anything to the contrary in the Agreement, the Tailored Training Events Pack – Premium Services will not renew at the end of Customer’s Term.

## Service Descriptions: Oracle-NetSuite Partner Learning Cloud Support Pass

### 6302 - PARTNER LEARNING CLOUD SUPPORT PASS-1 USER

**Usage Limits:** The **Partner Learning Cloud Support Pass-1 user** is subject to the following usage limits:

- Includes online access to the following Featured Content, found in the “Library” section on the Oracle My Learn website (<https://mylearn.oracle.com/netsuite/home>), for one (1) User:
  - “Format: Course” (including Explorer Pass and Company Pass), “Format: Course (Article)”, “Format: Learning Paths”, and “Format: Live Events”.
  - Additional partner-eligible courses available only to NetSuite partners (current list available via the [Partner Pass Catalog](#)).
- Includes online access for one (1) User.
- The confirmed User is the only person who may use the training and/or materials. Sharing the login information with others in any way is prohibited and may result in pass revocation.
- The confirmed User may be changed upon renewal of the Estimate/Order Form.
- NetSuite Training Demo Accounts are included when they form part of the course curriculum. Users may request one NetSuite Training Demo Account per course. NetSuite Training Demo Accounts are subject to the Oracle NetSuite Trial Account Agreement (found at <https://www.oracle.com/corporate/contracts/cloud-services/netsuite/contracts.html>).
- The pass does not include certification vouchers.
- All meetings with Oracle employees are scheduled and delivered using an Oracle authorized method of delivery.
- All content is designed, developed, delivered and presented in English. Other languages that may be made available by Oracle at its sole discretion.
- Only employees of the partner can be designated by the Contact (as defined in the Estimate/Order Form) as confirmed Users.
- The training access can be extended to employees of affiliates (including member firms) of partner pursuant to a participation agreement (or the equivalent thereof) under the applicable partner agreement. For clarity, affiliates (or member firms) of partner not bound under a participation agreement are not entitled to this training.
- May include on-demand courses, how-to topics, live events or forums for the applicable Service term specified with the pass.

## Partner Responsibilities:

- Partner will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused portion of the Services.
- It is the responsibility of the partner to ensure renewals are processed before expiration.
- Partner may not film or record Oracle's delivery of Services, Oracle resources, or any Oracle materials, printed or recorded.

## 6303 - PARTNER LEARNING CLOUD SUPPORT PASS- (UP TO 20 USERS)

**Usage Limits:** The **Partner Learning Cloud Support Pass- (up to 20 users)** is subject to the following usage limits:

- Includes online access to the following Featured Content, found in the "Library" section on the Oracle My Learn website (<https://mylearn.oracle.com/netsuite/home>), for twenty (20) Users:
  - "Format: Course" (including Explorer Pass and Company Pass), "Format: Course (Article)", "Format: Learning Paths", and "Format: Live Events".
  - Additional partner-eligible courses available only to NetSuite partners (current list available via the [Partner Pass Catalog](#)).
- The confirmed Users are the only persons who may use the training and/or materials. Sharing the login information with others is prohibited and may result in pass revocation.
- The confirmed User(s) may be changed upon renewal of the Estimate/Order Form.
- NetSuite Training Demo Accounts are included when they form part of the course curriculum. Users may request one NetSuite Training Demo Account per course. NetSuite Training Demo Accounts are subject to the Oracle NetSuite Trial Account Agreement (found at <https://www.oracle.com/corporate/contracts/cloud-services/netsuite/contracts.html>).
- The pass does not include certification vouchers.
- All meetings with Oracle employees are scheduled and delivered using an Oracle authorized method of delivery.
- All content is designed, developed, delivered and presented in English. Other languages may be made available by Oracle at its sole discretion.
- Only employees of the partner can be designated by the Contact (as defined in the Estimate/Order Form) as confirmed Users.
- The training access can be extended to employees of Affiliates (as defined in the relevant NetSuite Solution Provider Agreement or Alliance Partner Agreement, each a "Partner Agreement" and collectively referred to as "Partner Agreements") of a NetSuite Solution Provider or Alliance Partner (including Member Firms as defined in the relevant NetSuite Solution Provider Agreement) pursuant to a participation agreement (or the equivalent thereof) under the applicable Partner Agreement. For clarity, Affiliates of a NetSuite Solution Provider or Alliance partner and Member Firms of Solution Providers not bound under a participation agreement are not entitled to this training.
- May include on-demand courses, how-to topics, live events or forums for the applicable Service term specified with the pass.

## Partner Responsibilities:



- Partner will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused portion of the Service.
- It is the responsibility of the partner to ensure renewals are processed before expiration.
- Partner may not film or record Oracle’s delivery of Services, Oracle resources, or any Oracle materials, printed or recorded.

## 6304 - PARTNER LEARNING CLOUD SUPPORT PASS- (UP TO 60 USERS)

**Usage Limits:** The **Partner Learning Cloud Support Pass- (up to 60 users)** is subject to the following usage limits:

- Includes online access to the following Featured Content, found in the “Library” section on the Oracle My Learn website (<https://mylearn.oracle.com/netsuite/home>), for sixty (60) Users:
  - “Format: Course” (including Explorer Pass and Company Pass), “Format: Course (Article)”, “Format: Learning Paths”, and “Format: Live Events”.
  - Additional partner-eligible courses available only to NetSuite partners (current list available via the [Partner Pass Catalog](#)).
- The confirmed Users are the only persons who may use the training and/or materials. Sharing the login information with others in any way is prohibited and may result in pass revocation.
- The confirmed User(s) may be changed upon renewal of the Estimate/Order Form.
- NetSuite Training Demo Accounts are included when they form part of the course curriculum. Users may request one NetSuite Training Demo Account per course. NetSuite Training Demo Accounts are subject to the Oracle NetSuite Trial Account Agreement (found at <https://www.oracle.com/corporate/contracts/cloud-services/netsuite/contracts.html>).
- The pass does not include certification vouchers.
- All meetings with Oracle employees are scheduled and delivered using an Oracle authorized method of delivery.
- All content is designed, developed, delivered and presented in English. Other languages may be made available by Oracle at its sole discretion.
- Only employees of the partner can be designated by the Contact (as defined in the Estimate/Order Form) as confirmed Users.
- The training access can be extended to employees of Affiliates (as defined in the relevant NetSuite Solution Provider Agreement or Alliance Partner Agreement, each a “Partner Agreement” and collectively referred to as “Partner Agreements”) of a NetSuite Solution Provider or Alliance Partner (including Member Firms as defined in the relevant NetSuite Solution Provider Agreement) pursuant to a participation agreement (or the equivalent thereof) under the applicable Partner Agreement. For clarity, Affiliates of a NetSuite Solution Provider or Alliance partner and Member Firms of Solution Providers not bound under a participation agreement are not entitled to this training.
- May include on-demand courses, how-to topics, live events or forums for the applicable Service term specified with the pass.

### Partner Responsibilities:

- Partner will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused portion of the Services.
- It is the responsibility of the partner to ensure renewals are processed before expiration.

- Partner may not film or record Oracle’s delivery of Services, Oracle resources, or any Oracle materials, printed or recorded.

### 6305 - PARTNER LEARNING CLOUD SUPPORT PASS- (UP TO 100 USERS)

**Usage Limits:** The **Partner Learning Cloud Support Pass- (up to 100 users)** is subject to the following usage limits:

- Includes online access to the following Featured Content, found in the “Library” section on the Oracle My Learn website (<https://mylearn.oracle.com/netsuite/home>), for up to one hundred (100) Users:
  - “Format: Course” (including Explorer Pass and Company Pass), “Format: Course (Article)”, “Format: Learning Paths”, and “Format: Live Events”.
  - Additional partner-eligible courses available only to NetSuite partners (current list available via the [Partner Pass Catalog](#)).
- The confirmed Users are the only persons who may use the training and/or materials. Sharing the login information with others is prohibited and may result in pass revocation.
- The confirmed User(s) may be changed upon renewal of the Estimate/Order Form.
- NetSuite Training Demo Accounts are included when they form part of the course curriculum. Users may request one Demonstration Account per course. NetSuite Training Demo Accounts are subject to the Oracle NetSuite Trial Account Agreement (found at <https://www.oracle.com/corporate/contracts/cloud-services/netsuite/contracts.html>).
- The pass does not include certification vouchers.
- All meetings with Oracle employees are scheduled and delivered using an Oracle authorized method of delivery.
- All content is designed, developed, delivered and presented in English. Other languages may be made available by Oracle at its sole discretion.
- Only employees of the partner can be designated by the Contact (as defined in the Estimate/Order Form) as confirmed Users.
- The training access can be extended to employees of Affiliates (as defined in the relevant NetSuite Solution Provider Agreement or Alliance Partner Agreement, each a “Partner Agreement” and collectively referred to as “Partner Agreements”) of a NetSuite Solution Provider or Alliance Partner (including Member Firms as defined in the relevant NetSuite Solution Provider Agreement) pursuant to a participation agreement (or the equivalent thereof) under the applicable Partner Agreement. For clarity, Affiliates of a NetSuite Solution Provider or Alliance partner and Member Firms of Solution Providers not bound under a participation agreement are not entitled to this training.
- May include on-demand courses, how-to topics, live events or forums for the applicable Service term specified with the pass.

### Partner Responsibilities:

- Partner will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused portion of the Services.
- It is the responsibility of the partner to ensure renewals are processed before expiration.
- Partner may not film or record Oracle’s delivery of Services, Oracle resources, or any Oracle materials, printed or recorded.

## 6306 - PARTNER LEARNING CLOUD SUPPORT PASS- (UNLIMITED USERS)

**Usage Limits:** The **Partner Learning Cloud Support Pass- (unlimited users)** is subject to the following usage limits:

- Includes online access to the following Featured Content, found in the “Library” section on the Oracle My Learn website (<https://mylearn.oracle.com/netsuite/home>), for for unlimited Users:
  - “Format: Course” (including Explorer Pass and Company Pass), “Format: Course (Article)”, “Format: Learning Paths”, and “Format: Live Events”.
  - Additional partner-eligible courses available only to NetSuite partners (current list available via the [Partner Pass Catalog](#)).
- The confirmed Users are the only persons who may use the training and/or materials. Sharing the login information with others in any way is prohibited and may result in pass revocation.
- The confirmed User(s) may be changed upon renewal of the Estimate/Order Form.
- NetSuite Training Demo Accounts are included when they form part of the course curriculum. Users may request one NetSuite Training Demo Account per course. NetSuite Training Demo Accounts are subject to the Oracle NetSuite Trial Account Agreement (found at <https://www.oracle.com/corporate/contracts/cloud-services/netsuite/contracts.html>).
- The pass does not include certification vouchers.
- All meetings with Oracle employees are scheduled and delivered using an Oracle authorized method of delivery. All content is designed, developed, delivered and presented in English. Other languages may be made available by Oracle at its sole discretion.
- Only employees of the partner can be designated by the Contact (as defined in the Estimate/Order Form) as confirmed Users.
- The training access can be extended to employees of Affiliates (as defined in the relevant NetSuite Solution Provider Agreement or Alliance Partner Agreement, each a “Partner Agreement” and collectively referred to as “Partner Agreements”) of a NetSuite Solution Provider or Alliance Partner (including Member Firms as defined in the relevant NetSuite Solution Provider Agreement) pursuant to a participation agreement (or the equivalent thereof) under the applicable Partner Agreement. For clarity, Affiliates of a NetSuite Solution Provider or Alliance partner and Member Firms of Solution Providers not bound under a participation agreement are not entitled to this training.
- May include on-demand courses, how-to topics, live events or forums for the applicable Service term specified with the pass.

### Partner Responsibilities:

- Partner will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused portion of the Services.
- It is the responsibility of the partner to ensure renewals are processed before expiration.
- Partner may not film or record Oracle’s delivery of Services, Oracle resources, or any Oracle materials, printed or recorded.

## 6080 - PARTNER TRAINING PASS TIER 1 (UP TO 10 USERS)

**Usage Limits:** The **Partner Training Pass Tier 1 (up to 10 users)** is subject to the following usage limits:

- Includes online access to the following Featured Content, found in the “Library” section on the Oracle My Learn website (<https://mylearn.oracle.com/netsuite/home>), for ten (10) Users:
  - “Format: Course” (including Explorer Pass and Company Pass), “Format: Course (Article)”, “Format: Learning Paths”, and “Format: Live Events”.
  - Additional partner-eligible courses available only to NetSuite partners (current list available via the [Partner Pass Catalog](#)).
- The confirmed Users are the only persons who may use the training and/or materials. Sharing the login information with others is prohibited and may result in pass revocation.
- The confirmed User(s) may be changed upon renewal of the Estimate/Order Form.
- NetSuite Training Demo Accounts are included when they form part of the course curriculum. Users may request one NetSuite Training Demo Account per course. NetSuite Training Demo Accounts are subject to the Oracle NetSuite Trial Account Agreement (found at <https://www.oracle.com/corporate/contracts/cloud-services/netsuite/contracts.html>).
- The pass does not include certification vouchers.
- All meetings with Oracle employees are scheduled and delivered using an Oracle authorized method of delivery.
- All content is designed, developed, delivered and presented in English. Other languages may be made available by Oracle at its sole discretion.
- Only employees of the partner can be designated by the Contact (as defined in the Estimate/Order Form) as confirmed Users.
- The training access can be extended to employees of Affiliates (as defined in the relevant NetSuite Solution Provider Agreement or Alliance Partner Agreement, each a “Partner Agreement” and collectively referred to as “Partner Agreements”) of a NetSuite Solution Provider or Alliance Partner (including Member Firms as defined in the relevant NetSuite Solution Provider Agreement) pursuant to a participation agreement (or the equivalent thereof) under the applicable Partner Agreement. For clarity, Affiliates of a NetSuite Solution Provider or Alliance partner and Member Firms of Solution Providers not bound under a participation agreement are not entitled to this training.
- May include on-demand courses, how-to topics, live events or forums for the applicable Service term specified with the pass.

### **Partner Responsibilities:**

- Partner will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused portion of the Services.
- It is the responsibility of the partner to ensure renewals are processed before expiration.
- Partner may not film or record Oracle’s delivery of Services, Oracle resources, or any Oracle materials, printed or recorded.

### **6081 - PARTNER TRAINING PASS TIER 2 (UP TO 50 USERS)**

**Usage Limits:** The **Partner Training Pass Tier 2 (up to 50 users)** is subject to the following usage limits:

- Includes online access to the following Featured Content, found in the “Library” section on the Oracle My Learn website (<https://mylearn.oracle.com/netsuite/home>), for fifty (50) Users:

- “Format: Course” (including Explorer Pass and Company Pass), “Format: Course (Article)”, “Format: Learning Paths”, and “Format: Live Events”.
- Additional partner-eligible courses available only to NetSuite partners (current list available via the [Partner Pass Catalog](#)).
- The confirmed Users are the only persons who may use the training and/or materials. Sharing the login information with others in any way is prohibited and may result in pass revocation.
- The confirmed User(s) may be changed upon renewal of the Estimate/Order Form.
- NetSuite Training Demo Accounts are included when they form part of the course curriculum. Users may request one NetSuite Training Demo Account per course. NetSuite Training Demo Accounts are subject to the Oracle NetSuite Trial Account Agreement (found at <https://www.oracle.com/corporate/contracts/cloud-services/netsuite/contracts.html>).
- The pass does not include Certification vouchers.
- All meetings with Oracle employees are scheduled and delivered using an Oracle authorized method of delivery.
- All content is designed, developed, delivered and presented in English. Other languages may be made available by Oracle at its sole discretion.
- Only employees of the partner can be designated by the Contact (as defined in the Estimate/Order Form) as confirmed Users.
- The training access can be extended to employees of Affiliates (as defined in the relevant NetSuite Solution Provider Agreement or Alliance Partner Agreement, each a “Partner Agreement” and collectively referred to as “Partner Agreements”) of a NetSuite Solution Provider or Alliance Partner (including Member Firms as defined in the relevant NetSuite Solution Provider Agreement) pursuant to a participation agreement (or the equivalent thereof) under the applicable Partner Agreement. For clarity, Affiliates of a NetSuite Solution Provider or Alliance partner and Member Firms of Solution Providers not bound under a participation agreement are not entitled to this training.
- May include on-demand courses, how-to topics, live events or forums for the applicable Service term specified with the pass.

### Partner Responsibilities:

- Partner will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused portion of the Services.
- It is the responsibility of the partner to ensure renewals are processed before expiration.
- Partner may not film or record Oracle’s delivery of Services, Oracle resources, or any Oracle materials, printed or recorded.

### 6082 - PARTNER TRAINING PASS TIER 3 (UP TO 100 USERS)

**Usage Limits:** The **Partner Training Pass Tier 3 (up to 100 users)** is subject to the following usage limits:

- Includes online access to the following Featured Content, found in the “Library” section on the Oracle My Learn website (<https://mylearn.oracle.com/netsuite/home>), for up to one hundred (100) Users:
  - “Format: Course” (including Explorer Pass and Company Pass), “Format: Course (Article)”, “Format: Learning Paths”, and “Format: Live Events”.

- Additional partner-eligible courses available only to NetSuite partners (current list available via the [Partner Pass Catalog](#)).
- The confirmed Users are the only persons who may use the training and/or materials. Sharing the login information with others is prohibited and may result in pass revocation.
- The confirmed User(s) may be changed upon renewal of the Estimate/Order Form.
- NetSuite Training Demo Accounts are included when they form part of the course curriculum. Users may request one NetSuite Training Demo Account per course. NetSuite Training Demo Accounts are subject to the Oracle NetSuite Trial Account Agreement (found at <https://www.oracle.com/corporate/contracts/cloud-services/netsuite/contracts.html>).
- The pass does not include certification vouchers.
- All meetings with Oracle employees are scheduled and delivered using an Oracle authorized method of delivery.
- All content is designed, developed, delivered and presented in English. Other languages may be made available by Oracle at its sole discretion.
- Only employees of the partner can be designated by the Contact (as defined in the Estimate/Order Form) as confirmed Users.
- The training access can be extended to employees of Affiliates (as defined in the relevant NetSuite Solution Provider Agreement or Alliance Partner Agreement, each a “Partner Agreement” and collectively referred to as “Partner Agreements”) of a NetSuite Solution Provider or Alliance Partner (including Member Firms as defined in the relevant NetSuite Solution Provider Agreement) pursuant to a participation agreement (or the equivalent thereof) under the applicable Partner Agreement. For clarity, Affiliates of a NetSuite Solution Provider or Alliance partner and Member Firms of Solution Providers not bound under a participation agreement are not entitled to this training.
- May include on-demand courses, how-to topics, live events or forums for the applicable Service term specified with the pass.

#### Partner Responsibilities:

- Partner will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused portion of the Services.
- It is the responsibility of the partner to ensure renewals are processed before expiration.
- Partner may not film or record Oracle’s delivery of Services, Oracle resources, or any Oracle materials, printed or recorded.

#### 6083 - PARTNER TRAINING PASS TIER 4 (OVER 100 USERS)

**Usage Limits:** The **Partner Training Pass Tier 4 (over 100 users)** is subject to the following usage limits:

- Includes online access to the following Featured Content, found in the “Library” section on the Oracle My Learn website (<https://mylearn.oracle.com/netsuite/home>), for unlimited Users:
  - “Format: Course” (including Explorer Pass and Company Pass), “Format: Course (Article)”, “Format: Learning Paths”, and “Format: Live Events”.
  - Additional partner-eligible courses available only to NetSuite partners (current list available via the [Partner Pass Catalog](#)).
- The confirmed Users are the only persons who may use the training and/or materials. Sharing the login information with others in any way is prohibited and may result in pass revocation.

- The confirmed User(s) may be changed upon renewal of the Estimate/Order Form.
- NetSuite Training Demo Accounts are included when they form part of the course curriculum. Users may request one NetSuite Training Demo Account per course. NetSuite Training Demo Accounts are subject to the Oracle NetSuite Trial Account Agreement (found at <https://www.oracle.com/corporate/contracts/cloud-services/netsuite/contracts.html>).
- The pass does not include Certification vouchers.
- All meetings with Oracle employees are scheduled and delivered using an Oracle authorized method of delivery.
- All content is designed, developed, delivered and presented in English, or other languages that may be made available by Oracle at its sole discretion.
- Only employees of the partner can be designated by the Contact (as defined in the Estimate/Order Form) as confirmed Users.
- The training access can be extended to employees of Affiliates (as defined in the relevant NetSuite Solution Provider Agreement or Alliance Partner Agreement, each a “Partner Agreement” and collectively referred to as “Partner Agreements”) of a NetSuite Solution Provider or Alliance Partner (including Member Firms as defined in the relevant NetSuite Solution Provider Agreement) pursuant to a participation agreement (or the equivalent thereof) under the applicable Partner Agreement. For clarity, Affiliates of a NetSuite Solution Provider or Alliance partner and Member Firms of Solution Providers not bound under a participation agreement are not entitled to this training.
- May include on-demand courses, how-to topics, live events or forums for the applicable Service term specified with the pass.

#### **Partner Responsibilities:**

- Partner will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused portion of the Services.
- It is the responsibility of the partner to ensure renewals are processed before expiration.
- Partner may not film or record Oracle’s delivery of Services, Oracle resources, or any Oracle materials, printed or recorded.

## Retired Offerings (No Sale or Renewal)

### Service Descriptions: Oracle-NetSuite Customer Learning Cloud Support Pass-1 User

#### 6354 - CUSTOMER LEARNING CLOUD SUPPORT PASS-STARTER-1 USER

**Usage Limits:** The **Customer Learning Cloud Support Pass-Starter-1 user** is subject to the following usage limits:

- Includes online access for one (1) individual to the following:
  - Courses listed in [The Customer LCS Pass Starter-1 user Catalog](#).
  - Starter Edition ERP: Fundamentals required for implementation.  
Starter Edition End-User eLearning Tutorials (end-user eLearning tutorials are an on-demand end user training created from a pre-defined script of the configured process areas)
  - SuiteSuccess Starter Quick Reference Guides.
- Registered users are the only users who may use the Services, courses and/or materials. Sharing the login information with others is prohibited and may result in pass revocation.
- Training Services (i.e. online content or other Services) may not be extended or exceed the applicable Term as stated on the Estimate/Order Form.
- NetSuite Training Demo Accounts are included when they form part of the course curriculum. Users may request one NetSuite Training Demo Account. NetSuite Training Demo Accounts are subject to the Oracle NetSuite Trial Account Agreement (found at <https://www.oracle.com/corporate/contracts/cloud-services/netsuite/contracts.html>).
- All content is designed, developed, delivered and presented in English. Other languages may be made available by Oracle at its sole discretion.

#### Customer Responsibilities:

- Customer will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused portion of the Services.
- It is the responsibility of Customer to ensure renewals are processed before expiration.

#### 6355 - CUSTOMER LEARNING CLOUD SUPPORT PASS-STANDARD OR PREMIUM-1 USER

**Usage Limits:** The **Customer Learning Cloud Support Pass-Standard or Premium-1 user** is subject to the following usage limits:

- Includes online access to the [Customer LCS Pass Standard-1 user Catalog](#) or the [Customer LCS Pass Premium-1 user Catalog](#) for one (1) registered user.
- Registered users are the only users who may use the Services, courses and/or materials. Sharing the login information with others is prohibited and may result in pass revocation.
- Training Services (i.e., online content or other Services) may not be extended or exceed the applicable Term as stated on the Estimate/Order Form.
- NetSuite Training Demo Accounts are included when they form part of the course curriculum. Users may request one NetSuite Training Demo Account. NetSuite Training Demo Accounts are subject to



the Oracle NetSuite Trial Account Agreement (found at <https://www.oracle.com/corporate/contracts/cloud-services/netsuite/contracts.html>).

- All content is designed, developed, delivered and presented in English. Other languages may be made available by Oracle at its sole discretion.

#### Customer Responsibilities:

- Customer will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused portion of the Services.
- It is the responsibility of Customer to ensure renewals are processed before expiration.

#### 6592 - CUSTOMER LEARNING CLOUD SUPPORT COMPANY PASS-STANDARD (PTR)

**Usage Limits:** The **Customer Learning Cloud Support Company Pass-Standard (Ptr)** is subject to the following usage limits:

- Includes online access for the total number of authorized Users assigned to your NetSuite account for the Cloud Service to the following Featured Content, found in the “Library” section on the NetSuite My Learn website (<https://mylearn.oracle.com/netsuite/home>): “Format: Course” (including Explorer Pass and Company Pass), “Format: Course (Article)”, “Format: Learning Paths”, and “Format: Live Events”.
- Registered users are the only users who may use the Services, courses and/or materials. Sharing the login information with others is prohibited and may result in pass revocation.
- Training Services (i.e., online content or other Services) may not be extended or exceed the applicable Term as stated on the Estimate/Order Form.
- NetSuite Training Demo Accounts are included when they form part of the course curriculum. Users may request one NetSuite Training Demo Account. NetSuite Training Demo Accounts are subject to the Oracle NetSuite Trial Account Agreement (found at <https://www.oracle.com/corporate/contracts/cloud-services/netsuite/contracts.html>).
- All content is designed, developed, delivered and presented in English. Other languages may be made available by Oracle at its sole discretion.

#### Customer Responsibilities:

- Customer will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused portion of the Services.
- It is the responsibility of Customer to ensure renewals are processed before expiration.
- Users may not film or record Oracle’s delivery of the Services, Oracle resources, or any Oracle materials, printed or recorded.
- All meetings with Oracle employees are scheduled and delivered via Oracle’s Zoom account.

## Service Descriptions: Oracle-NetSuite Customer Learning Cloud Support-Select

### 6340 - CUSTOMER LEARNING CLOUD SUPPORT SELECT

The Customer Learning Cloud Support Select includes quarterly hours that can be used for attendance in product training courses or for Custom Education Training Service, detailed below.

**Usage Limits:** The **Customer Learning Cloud Support Select** is subject to the following usage limits:

- Includes twenty (20) hours each quarter that may be used for any of the following:
  - **Product courses found in the [LCS Select Catalog](#)**
    - If hours are used for NetSuite Product Training courses, one (1) day of public training for one (1) registrant will consume two (2) hours from the quarterly allotment.
    - If the training is delivered via a Training On Demand course the registered user will have 90 days access from the date of registration to complete the course. Any extensions to the course will require additional LCS Select hours.
    - The confirmed User is the only person who may use the course and/or materials. Sharing the course or materials with others in any way is prohibited and may result in course revocation.
  - **SuiteSuccess End User eLearning Tutorials found in the [LCS Select Catalog](#)**
    - End user eLearning tutorials are an on-demand end user training created from a pre-defined script of the configured process areas included in select SuiteSuccess edition.
    - If hours are used for end user eLearning tutorials, access will consume six (6) hours per eLearning curriculum from the quarterly allotment for eLearning access.
    - If hours are used for end user eLearning tutorials plus education consulting, planning, quick reference guides (QRGs) and instructions on to how to tailor QRGs, access will consume twenty (20) hours from quarterly allotment of which (16) are for eLearning and training material access.
    - Up to 1000 Users will have access to the training for one (1) year from the date of registration.
    - Any extensions will require additional Customer Learning Cloud Support Select hours.
    - This solution does not include provisioned NetSuite Demonstration Accounts.
  - **Custom Education Training Services**
    - Custom Education Training Services will be scoped and executed in collaboration with the Customer via an Oracle LCS Success Manager (“LCSM”) meeting to assess Customer’s enablement needs, preparing an LCS Select learning plan that describes topics (functional or technical) and methods (live or eLearning), mutually agreed upon by Oracle and Customer, which will serve as the basis for the delivery of the Services outlined in the learning plan.
    - Oracle will prepare standard, tailored or custom Services to meet the LCS Select learning plan identified and produce any necessary supporting documentation.
    - Oracle will deliver standard, tailored or custom Services as identified in the LCS Select learning plan.

- Hours devoted to assessing needs, scoping solutions, project management and preparation for delivery of Custom Education Training Services will consume equivalent hours of provisioned Service hours from the quarterly allotment.
- Custom Education Training Services are delivered in Customer's account and limited to twelve (12) attendees per session.
- All Services are performed remotely unless otherwise mutually agreed upon in writing.
- All Services performed outside normal business hours or performed in excess of ten (10) hours per day (or fifty (50) hours per week) by any Oracle resource shall require Oracle's prior written consent.
- Filming or recording of Oracle's delivery of Services, Oracle resources, or any Oracle materials, printed or recorded is strictly prohibited.
- All meetings with Oracle employees are scheduled and delivered via Oracle's Zoom account.
- All content is designed, developed, delivered and presented in English, or other languages that may be made available by Oracle at its sole discretion.
- This solution does not include provisioned NetSuite Demonstration Accounts.

### Customer Responsibilities:

- Customer acknowledges that Customer's timely provision of and access to cooperation, complete and accurate information and data from Customer's officers, agents, and employees, as well as office accommodations, facilities, equipment, and onsite assistance if required (collectively, "cooperation") are essential to the performance of any Services as set forth in Customer's Estimate/Order Form. Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Customer's failure to provide full cooperation.
- Customer acknowledges that Oracle's ability to perform the Services depends upon Customer's fulfillment of the following obligations:
  - Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
  - Provide, for all Oracle resources performing Services at Customer's site, a safe and healthful workspace (e.g., a workspace that is free from recognized hazards that are causing, or likely to cause, death or serious physical harm, a workspace that has proper ventilation, sound levels acceptable for resources performing Services in the workspace, and ergonomically correct workstations).
  - Provide any notices, and obtain any consents, required for Oracle to perform Services. (e.g. such as securing access to company internet if performing Services onsite).
  - Customer shall limit Oracle's access to any production environments or shared development environments and provide access only to the extent necessary for Oracle to perform Services.
  - As required by U.S. Department of Labor regulations (20 CFR 655.734), allow Oracle to post a notice regarding Oracle H-1B employee(s) at the work site prior to the employee's arrival on site.
  - If using a sandbox, Customer will make sandbox available for training activities to the extent necessary for Oracle to perform the Services. If no sandbox is available, Customer will make production environment available for training activities and be responsible for all training data cleanup at the conclusion of the training activity.

- Customer will be responsible for execution of organizational change enablement and communication activities.
  - Customer will use commercially reasonable efforts to attend all scheduled meetings. The repeated cancellation of meetings may result in delay in Oracle's performance of the Services. Furthermore, cancellation may result in hours being deducted from Customer's quarterly allotment of hours.
  - Customer will provide Oracle with dedicated user access to Customer's systems necessary for the performance of the Services.
  - Users may not film or record Oracle's delivery of the Services, Oracle resources, or any Oracle materials, printed or recorded.
  - All meetings with Oracle employees are scheduled and delivered via Oracle's Zoom account.
  - Customer will be responsible for editing, printing, shipping and copying charges for all training materials.
  - Customer is solely responsible for deployment of eLearning tutorials to end users.
  - Materials are provided for Customer's internal training purposes only. Customer is prohibited from reselling, sharing or sublicensing any training Deliverables. Any use of materials outside Customer's organization is expressly prohibited.
  - All enablement content is designed, developed, delivered and presented in English. Other languages that may be made available by Oracle at its sole discretion.
  - Customer will be responsible for distributing all User adoption communications through print, internal email servers, intranet, and/or social media channels.
- **Expenses**
    - In addition to the fees set forth in Customer's Estimate/Order Form, Customer agrees to reimburse Oracle for travel and out of pocket expenses related to providing any on-site Services. All expenses invoiced monthly hereunder are due and payable in accordance with the payment terms of Customer's Estimate/Order Form.
- **Unused Training Services**
    - A quarter is equal to every three months of the contracted Service. If the last quarter of the Term is less than three (3) months, then the quarterly Service hours will be pro-rated accordingly.
    - Customer will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused portion of the Services.
    - Customer is responsible for processing renewals before expiration.
- **Extended Training Services**
    - During the Term of Customer's Estimate/Order Form, the parties may mutually agree in writing to increase the quantity of Service hours per quarter indicated in Customer's Estimate/Order Form for any given quarter. Oracle will invoice Customer for any such Extended Hours that are beyond the customer's original purchase for that quarter at the Extended Hourly Rate set out in Customer's Estimate/Order Form.

## 6393 - CUSTOMER LEARNING CLOUD SUPPORT COMPANY PASS-PREMIUM (PTR)

**Usage Limits:** The **Customer Learning Cloud Support Company Pass-Premium (Ptr)** is subject to the following usage limits:

- Includes online access for the total number of authorized Users assigned to your NetSuite account for the Cloud Service to the following Featured Content, found in the “Library” section on the NetSuite My Learn website (<https://mylearn.oracle.com/netsuite/home>): “Format: Course” (including Explorer Pass and Company Pass), “Format: Course (Article)”, “Format: Learning Paths”, and “Format: Live Events”.
- Registered users are the only users who may use the Services, courses and/or materials. Sharing the login information with others is prohibited and may result in pass revocation.
- Training Services (i.e., online content or other Services) may not be extended or exceed the applicable Term as stated on the Estimate/Order Form.
- NetSuite Training Demo Accounts are included when they form part of the course curriculum. Users may request one NetSuite Training Demo Account. NetSuite Training Demo Accounts are subject to the Oracle NetSuite Trial Account Agreement (found at <https://www.oracle.com/corporate/contracts/cloud-services/netsuite/contracts.html>).
- All content is designed, developed, delivered and presented in English. Other languages may be made available by Oracle at its sole discretion.

### **Customer Responsibilities:**

- Customer will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused portion of the Services.
- It is the responsibility of Customer to ensure renewals are processed before expiration.
- Users may not film or record Oracle’s delivery of the Services, Oracle resources, or any Oracle materials, printed or recorded.
- All meetings with Oracle employees are scheduled and delivered via Oracle’s Zoom account.