Oracle NetSuite
Customer Learning Cloud Support
Service Descriptions

1 September 2019
Customer Learning Cloud Support Pass

**Usage Limits:**

- Includes online access to The Customer LCS Pass Catalog for one (1) individual.
- The confirmed user is the only person who may use the course and/or materials. Sharing the login or pass with others in any way is prohibited and may result in pass revocation.
- NetSuite Demo Accounts are included when they form part of the standard course curriculum.
- The pass does not include Certification vouchers.
- May not film or record Oracle’s delivery of Services, Oracle resources, or any Oracle materials, printed or recorded.
- All content is designed, developed, delivered and presented in English, or other languages that may be made available by Oracle at its sole discretion.

**Your Obligations:**

- 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.
- Access will expire on the date specified in the ordering document. Renewals are the responsibility of the customer to ensure renewals are processed before the expiration as needed.

Customer Learning Cloud Support Pass-Starter-1 user (as of September 1, 2019)

**Usage Limits:**

- Includes online access to for one (1) individual to the following:
  - The Customer LCS Pass Catalog
  - Starter Edition ERP: Fundamentals Course
  - Starter Edition eLearning Tutorials
  - SuiteSuccess Starter (or NonProfit as appropriate) Quick Reference Guides
  - ERP Fundamentals (or NonProfit Fundamentals) & Admin Fundamentals On-Demand courses
- The confirmed user is the only person who may use the course and/or materials. Sharing the login or pass with others in any way is prohibited and may result in pass revocation.
- NetSuite Demo Accounts are included when they form part of the standard course curriculum.
- The pass does not include Certification vouchers.
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- Access will expire on the date specified in the ordering document. Renewals are the responsibility of the customer to ensure renewals are processed before the expiration as needed.
Customer Learning Cloud Support Pass-Starter-1 user (purchased prior to September 1, 2019)

Usage Limits:
- Includes online access to for one (1) individual to the following:
  - Starter Edition ERP: Fundamentals Course
  - Starter Edition eLearning Tutorials
  - SuiteSuccess Starter (or NonProfit as appropriate) Quick Reference Guides
  - ERP Fundamentals (or NonProfit Fundamentals) & Admin Fundamentals On-Demand courses
- The confirmed user is the only person who may use the course and/or materials. Sharing the login or pass with others in any way is prohibited and may result in pass revocation
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- All content is designed, developed, delivered and presented in English, or other languages that may be made available by Oracle at its sole discretion.

Your Obligations:
- 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.
- Access will expire on the date specified in the ordering document. Renewals are the responsibility of the customer to ensure renewals are processed before the expiration as needed.

Customer Learning Cloud Support Pass-Standard 1 user / or Customer Learning Cloud Support Pass- Emerging Year One-1 user

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- NetSuite Demo Accounts are included when they form part of the standard course curriculum.
- The pass does not include Certification vouchers.
- May not film or record Oracle’s delivery of Services, Oracle resources, or any Oracle materials, printed or recorded.
- All content is designed, developed, delivered and presented in English, or other languages that may be made available by Oracle at its sole discretion.

Your Obligations:
- 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.
- Access will expire on the date specified in the ordering document. Renewals are the responsibility of the customer to ensure renewals are processed before the expiration as needed.
Customer Learning Cloud Support Pass-Premium 1 user/ or Customer Learning Cloud Support Pass-MidMarket Year One -1 user

**Usage Limits:**

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- NetSuite Demo Accounts are included when they form part of the standard course curriculum.
- The pass does not include Certification vouchers.
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- All content is designed, developed, delivered and presented in English, or other languages that may be made available by Oracle at its sole discretion.

**Your Obligations:**

- 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.
- Access will expire on the date specified in the ordering document. Renewals are the responsibility of the customer to ensure renewals are processed before the expiration as needed.

Customer Learning Cloud Support Select

The Customer Learning Cloud Support Select includes quarterly hours that can be used for attendance in public training courses or for custom Education Services which are detailed below.

**Usage Limits**

- Includes twenty (20) hours each quarter that may be used for any of the following:
  - **Public courses:** Eligible courses can be found in the Course Catalog at [http://www.netsuite.com/portal/services/training/suite-training/catalog.shtml](http://www.netsuite.com/portal/services/training/suite-training/catalog.shtml)
  - If hours are used for NetSuite Public Training Courses, one (1) day of public training for one (1) registrant will consume two (2) hours from the quarterly allotment
  - **Custom Education Services:**
    - Custom training plans will be scoped and executed in collaboration with the customer via an Oracle LCS Education Success Manager ("ESM") meeting with you to assess your enablement needs, scoping the effort to address these, and preparing a plan that describes topics (functional or technical) and methods (live or eLearning), mutually agreed upon by Oracle and You, which will serve as the basis for the delivery of the Services.
    - Oracle will prepare standard, tailored or custom Services to meet the plan identified above and produce any necessary supporting documentation.
    - Oracle will deliver standard, tailored or custom Services as identified in the plan above.
- Hours devoted to assessing needs, scoping solutions, project management and preparation for delivery of custom Education Services will consume equivalent hours of provisioned Service hours from the quarterly allotment.
- Custom Education Services are delivered in Your account and participants are limited to twelve (12) attendees per session.
- All Services are performed remotely unless otherwise mutually agreed 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 content is designed, developed, delivered and presented in English, or other languages that may be made available by Oracle at its sole discretion.

Your Obligations:
You acknowledge that Your timely provision of and access to cooperation, complete and accurate information and data from Your 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 Your order. Oracle will not be responsible for any deficiency in performing Services if such deficiency results from Your failure to provide full cooperation.

You acknowledge that Oracle’s ability to perform the Services depends upon Your fulfillment of the following obligations:

• Additional Obligations
  o Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
  o Provide, for all Oracle resources performing Services at your 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 work stations, etc.).
  o 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)
  o Limit Oracle’s access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
  o 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.
  o Be responsible for any sandbox instances required by Oracle.
  o If using a sandbox, make sandbox available for training activities. If no sandbox is available, make production environment available for training activities and be responsible for all training data cleanup at the conclusion of the training activity.
  o Be responsible for execution of Your organizational change enablement and communication activities.
  o Use commercially reasonable efforts to attend all scheduled meetings. The repeated cancellation of meetings may result in delay and inefficient use of the maximum number of Service hours per month allowed for the performance of Services.
  o Provide Oracle with dedicated user access to Your systems necessary for the performance of Services.
  o Be responsible for editing, printing, shipping and copying charges for all training materials.

• Expenses
  o In addition to the fees set forth in Your order, you agree 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 Your order.

• Unused Services
  o *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.
You 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.

Access will expire on the date specified in the ordering document. You are responsible for processing renewals before the expiration date, as needed.

- **Extended Services**

  During the Term of Your order, the parties may mutually agree in writing to increase the quantity of Service hours per quarter indicated in Your order for any given quarter. Oracle will invoice You for any such Extended Hours at the Extended Hourly Rate set out in Your order.