



Oracle NetSuite for Government Cloud Service Service Descriptions

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METRICS

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

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

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

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

DEFINITIONS

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

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

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

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

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

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

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

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

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

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

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

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

Planning and Budgeting User: Is defined as a user-restricted role authorized to access Oracle NetSuite

Planning and Budgeting within Oracle NetSuite for Government Cloud Service Standard Edition – Hosted Environment.

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

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

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

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

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

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

SERVICE DESCRIPTIONS

Artificial Intelligence: The Oracle Cloud Services herein may provide access to artificial intelligence functionality. All such functionality is subject to our Artificial Intelligence Terms and Conditions attached hereto as Appendix B.

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

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

Part Number: B111096

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

- Oracle NetSuite for Government, Suite App
- NetSuite Financials
- NetSuite Financial Management
- NetSuite Project Management
- NetSuite Adv Electronic Bank Payments
- NetSuite SuiteAnalytics Connect
- NetSuite Fixed Asset Management
- NetSuite Procurement
- Oracle NetSuite Enterprise Performance Management Premium Cloud Service, NetSuite Planning and Budgeting
- NetSuite SuiteCloud Plus
- NetSuite Inventory Management
- NetSuite Pay (subject to the Netsuite Pay Customer Responsibilities located at the end of this document as Appendix A)
- NetSuite Smart Count
- NetSuite Smart Count Foundation
- NetSuite SCM Mobile

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

- 1 General User (Hosted Named User)
- 1 General User (Hosted Named User) reserved for system administrator
- 1 Self-Service User (5 Hosted Named Users)
- 1 Oracle NetSuite Enterprise Performance Management Premium Cloud Service User (Hosted Named User)

Usage Limits:

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

- You may purchase up to a maximum of 100 General Users (including the one General User that comes with this Service).
- Excepting the Oracle NetSuite Enterprise Performance Management Premium Cloud Service, NetSuite Planning and Budgeting module, the maximum allowable file storage is 100GB File Cabinet Storage.
- The maximum allowable file storage for Oracle NetSuite Enterprise Performance Management Premium Cloud Service, NetSuite Planning and Budgeting is 150GB. Additional file storage for Oracle NetSuite Enterprise Performance Management Premium Cloud Service, NetSuite Planning and Budgeting can be purchased separately.
- The maximum campaign emails cannot exceed 120,000 per year with no single blast exceeding 10,000 recipients.
- The maximum allowable integrated bulk mail merges cannot exceed 30,000 per month.
- The maximum number of transaction lines cannot exceed 200,000 per month.
- Limited to one (1) country/currency combination.
- Limited to 250 subsidiaries in a single country for a single currency
- Oracle will provision one (1) Oracle NetSuite for Government Cloud Service, Standard Edition – Hosted Environment environment for production use excluding Oracle NetSuite Enterprise Performance Management Premium Cloud Service, NetSuite Planning and Budgeting.
- One (1) SuiteCloud Plus license.
- Oracle will provision two (2) separate environments for Oracle NetSuite Enterprise Performance Management Premium Cloud Service, NetSuite Planning and Budgeting. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use.
- NetSuite Planning and Budgeting includes:
 - NetSuite Module-based applications (Financials) and includes only three (3) Custom Planning Cube and one (1) Custom Reporting Cube. Includes Scenario Modeling.
 - Integration to NetSuite ERP Cloud Service using Planning and Budgeting Sync SuiteApp.
 - Allows for the creation and customization of Groovy Scripts
 - IPM Insights
 - Task Manager
- Oracle will provision two (2) separate environments for Oracle NetSuite Enterprise Performance Management Premium Cloud Service User. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-

production use. Users of the Oracle NetSuite Enterprise Performance Management Premium Cloud Service User are authorized to access NetSuite Task Management which includes Task Manager and Enterprise Journal Entries. NetSuite Task Management excludes any use of Consolidation and Supplemental Data Collection.

- The maximum number of Base Concurrencyes for API's, scheduled processes and file imports is 10.

Additional Requirements:

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

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

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

HIPAA. You agree that: (i) Oracle is not acting on Your behalf as a Business Associate or subcontractor;

(ii) the Services may not be used to store, maintain, process or transmit protected health information ("PHI") and (iii) the Services will not be used in any manner that would require Oracle or the Services to be compliant with the Health Insurance Portability and Accountability Act of 1996, as amended and supplemented ("HIPAA"). In the preceding sentence, the terms "Business Associate," "subcontractor," "protected health information" or "PHI" shall have the meanings described in HIPAA.

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

Disaster Recovery and Service Availability

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

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

Oracle Cloud Policies:

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

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

Part Number: B95913

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

- Oracle NetSuite for Government, Suite App
- NetSuite Financials
- NetSuite Financial Management
- NetSuite Project Management
- NetSuite Adv Electronic Bank Payments
- NetSuite SuiteAnalytics Connect
- NetSuite Fixed Asset Management
- NetSuite Procurement
- NetSuite Inventory Management
- NetSuite Pay (subject to the Netsuite Pay Customer Responsibilities located at the end of this document as Appendix A)
- NetSuite Smart Count
- NetSuite Smart Count Foundation
- NetSuite SCM Mobile

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

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

Usage Limits:

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

- You may purchase up to a maximum of 100 General Users (including the one General User that comes with this Service).
- The maximum allowable file storage is 100GB File Cabinet Storage.
- The maximum campaign emails cannot exceed 120,000 per year with no single blast exceeding 10,000 recipients.
- The maximum allowable integrated bulk mail merges cannot exceed 30,000 per month.
- The maximum number of transaction lines cannot exceed 200,000 per month.
- Limited to one (1) country/currency combination.
- Limited to 250 subsidiaries in a single country for a single currency
- Oracle will provision one (1) Oracle NetSuite for Government Cloud Service, Basic Edition – Hosted Environment for production use
- The maximum number of Base Concurrencyes for API's, scheduled processes and file imports is 5.

Additional Requirements:

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

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

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

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

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

availability of VPATs. Product direction remains at the sole discretion of Oracle.

Disaster Recovery and Service Availability

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

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

Oracle Cloud Policies:

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

ADD-ON PARTS:

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

Part Number: B94584

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

This part includes one (1) additional General User.

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

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

Usage Limits:

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

Oracle Cloud Policies:

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

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

Part Number: B94585

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

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

Usage Limits:

The Oracle NetSuite for Government Cloud Service, Additional 5 Self Service Users – 5 Hosted Named Users are subject to usage limits as set forth in Your order.

Oracle Cloud Policies:

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

Oracle NetSuite for Government Cloud Service, Enterprise Performance Management Premium, Planning - Each

Part Number: B111097

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- The Oracle NetSuite for Government Cloud Service, SuiteCloud Plus B111101 - Each is a prerequisite of this part.

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- The Oracle NetSuite for Government Cloud Service, Enterprise Performance Management Premium, Planning – Each includes the following authorized users:
 - 1 Oracle NetSuite Enterprise Performance Management Premium Cloud Service User (Hosted Named User)

Usage Limits:

This Service is subject to the following usage limits:

- A maximum number of authorized Oracle NetSuite for Government Cloud Service, Enterprise Performance Management Premium, Additional Users as defined in Your order.

- Oracle NetSuite for Government Cloud Service, Enterprise Performance Management Premium, Planning – Each includes:
 - NetSuite Module-based applications (Financials) and includes only three (3) Custom Planning Cube and one (1) Custom Reporting Cube. Includes Scenario Modeling.
 - Integration to NetSuite ERP Cloud Service using Planning and Budgeting Sync SuiteApp.
 - Allows for the creation and customization of Groovy Scripts
 - IPM Insights
 - Task Manager
- Oracle will provision two (2) environments for Oracle NetSuite for Government Cloud Service, Enterprise Performance Management Premium, Planning – Each. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use.
- Oracle will provision two (2) environments for Oracle NetSuite Enterprise Performance Management Premium Cloud Service User. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Users of the Oracle NetSuite Enterprise Performance Management Premium Cloud Service User are authorized to access NetSuite Task Management which includes Task Manager and Enterprise Journal Entries. NetSuite Task Management excludes any use of Consolidation and Supplemental Data Collection.
- The maximum allowable file storage for Oracle NetSuite Enterprise Performance Management Premium Cloud Service, NetSuite Planning and Budgeting is 150GB. Additional file storage for Oracle NetSuite Enterprise Performance Management Premium Cloud Service, NetSuite Planning and Budgeting can be purchased separately.

Oracle Cloud Policies:

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

Oracle NetSuite for Government Cloud Service, Enterprise Performance Management Premium, Narrative Reporting - Each

Part Number: B111098

The Oracle NetSuite for Government Cloud Service, Standard Edition B111096 – Hosted Environment or Oracle NetSuite for Government Cloud Service, Enterprise Performance Management Premium, Planning B111097 – Each is a prerequisite of this part.

Usage Limits:

This Service is subject to the following usage limits:

- A maximum number of Oracle NetSuite for Government Cloud Service, Enterprise Performance Management Premium, Additional Users as defined in Your order.
- Oracle NetSuite for Government Cloud Service, Enterprise Performance Management

Premium, Narrative Reporting includes:

- Report Packages
- Management Reporting
- Oracle will provision two (2) environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use.

Oracle Cloud Policies:

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

Oracle NetSuite for Government Cloud Service, Enterprise Performance Management Premium, Account Reconciliation - Each

Part Number: B111099

The Oracle NetSuite for Government Cloud Service, Standard Edition B111096 – Hosted Environment or Oracle NetSuite for Government Cloud Service, Enterprise Performance Management Premium, Planning B111097 – Each is a prerequisite of this part.

Usage Limits:

This Service is subject to the following usage limits:

- A maximum number of Oracle NetSuite for Government Cloud Service, Enterprise Performance Management Premium, Additional Users as defined in Your order.
- Oracle NetSuite for Government Cloud Service, Enterprise Performance Management Premium, Account Reconciliation includes:
 - Integration to NetSuite ERP Cloud Service using Account Reconciliation Sync SuiteApp
 - Transaction Matching
- Oracle will provision two (2) environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use.

Oracle Cloud Policies:

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

Oracle NetSuite for Government Cloud Service, Enterprise Performance Management Premium, Additional User – Hosted Named User

Part Number: B111100

The Oracle NetSuite for Government Cloud Service, Standard Edition B111096 or Basic Edition

B95913 – Hosted Environment is a prerequisite of this part.

Oracle NetSuite for Government Cloud Service, Enterprise Performance Management Premium, Additional Users are authorized to access the following:

- NetSuite Task Management which includes Task Manager and Enterprise Journal Entries (exclusions apply; see Usage Limits)
- NetSuite Planning and Budgeting
- NetSuite Account Reconciliation
- NetSuite Narrative Reporting

Usage Limits:

This Service is subject to the following usage limits:

- A maximum number of Oracle NetSuite for Government Cloud Service, Enterprise Performance Management Premium, Additional Users as defined in Your order.
- NetSuite Task Management excludes any use of Consolidation and Supplemental Data Collection

Oracle Cloud Policies:

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

Oracle NetSuite for Government Cloud Service, SuiteCloud Plus - Each

Part Number: B111101

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

Oracle NetSuite for Government Cloud Service, SuiteCloud Plus includes:

- One (1) SuiteCloud Plus license.

Oracle NetSuite for Government Cloud Service, SuiteCloud Plus increases:

- Account concurrency limits for web services and RESTlets by ten threads.
- Number of processors available for scheduled scripts and map/reduce scripts to five.
- Subsequent units will increase the number of processors available by an additional five processors.
- Number of queues and threads available for CSV import jobs.

Usage Limits:

This Service is subject to the following usage limits:

- No additional file cabinet storage is provided with this SKU - the Maximum file cabinet storage depends on your Service Tier. Check your Service Tier for more information.
- Oracle NetSuite for Government Cloud Service, Basic Edition comes with the Standard Service Tier. See service description for usage limits.

Oracle Cloud Policies:

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

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

Oracle NetSuite for Government Cloud Service, Field Service – Each

Part Number: B111094

The Oracle NetSuite for Government Cloud Service, Standard Edition B111096, Standard Edition, Legacy B94583 or Basic Edition B95913 – Hosted Environment is a prerequisite of this part.

Oracle NetSuite for Government Cloud Service, Field Service includes:

- Scheduling and Dispatch
- Asset Management
- Inventory Management
- Billing
- Reporting and analytics

Usage Limits:

This Service is subject to the following usage limits:

- No additional file cabinet storage is provided with this SKU - the Maximum file cabinet storage depends on your Service Tier. Check your Service Tier for more information.
- Oracle NetSuite for Government Cloud Service, Basic Edition comes with the Standard Service Tier. See service description for usage limits.
- Oracle NetSuite for Government Cloud Service, Standard Edition comes with the Standard Service Tier. See service description for usage limits.
- Oracle NetSuite for Government Cloud Service, Standard Edition, Legacy comes with the Standard Service Tier. See service description for usage limits.

Oracle Cloud Policies:

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

Oracle NetSuite for Government Cloud Service, Field Service User – Hosted Named User

Part Number: B111095

Oracle NetSuite for Government Cloud Service, Field Service B111094 – Each is a prerequisite of this part.

Oracle NetSuite for Government Cloud Service, Field Service User includes:

- 1 Mobile User
- Service History
- Asset History
- Time & Expenses
- Signature Capture

- Inventory Management
- Sales Orders

Usage Limits:

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

Oracle Cloud Policies:

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

Oracle NetSuite for Government Cloud Service, Payroll – 5 Employees

Part Number: B95922

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

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

- Payroll
- Employee Center
- NetSuite for Government Payroll

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

Oracle Cloud Policies:

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

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

Part Number: B94590

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

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

- A total of 1,000GB of file cabinet storage.
- A total of 2 million transaction lines per month.

- 1 instance of an Oracle NetSuite for Government Sandbox Environment

Usage Limits:

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

Oracle Cloud Policies:

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

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

Part Number: B94591

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

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

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

Usage Limits:

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

Oracle Cloud Policies:

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

Oracle NetSuite for Government Cloud Service, Bill Capture – Each

Part Number: B108187

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

Oracle NetSuite for Government Cloud Service, Bill Capture includes:

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

Usage Limits:

This Service is subject to the following usage limits:

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

Oracle Cloud Policies:

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

Oracle NetSuite for Government Cloud Service, Sandbox Environment – Each

Part Number: B94592

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

Oracle NetSuite for Government Cloud Service, Sandbox Environment includes:

- 1 Sandbox environment

Usage Limits:

This Service is subject to the following usage limits:

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

Oracle Cloud Policies:

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

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

Part Number: B94593

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

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

Usage Limits:

This Service is subject to the following usage limits:

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

Oracle Cloud Policies:

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

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

Part Number: B94596

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

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

- 10,000 additional e-mails per month.

Usage Limits:

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

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery*

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

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

Part Number: B94597

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

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

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

Usage Limits:

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

Oracle Cloud Policies:

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

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

Part Number: B94598

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

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

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

Usage Limits:

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

Oracle Cloud Policies:

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

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

Part Number: B94599

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

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

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

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Usage Limits:

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

Oracle Cloud Policies:

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

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

Part Number: B94594

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

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

- 10GB of additional NetSuite File Cabinet Storage.

Usage Limits:

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

Oracle Cloud Policies:

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

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

Part Number: B94595

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

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

- 50GB of additional File Cabinet Storage.

Usage Limits:

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

Oracle Cloud Policies:

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

Oracle NetSuite for Government Cloud Service, Analytics Warehouse – Hosted Named User

Part Number: B112267

The Oracle NetSuite for Government Cloud Service, Analytics Warehouse, Standard provides pre-packaged metrics that are sourced from the NetSuite ERP Cloud Service.

Prerequisites: The Oracle NetSuite for Government Cloud Service, Analytics Warehouse, Standard requires an active subscription to an Oracle NetSuite for Government Cloud Service, Basic Edition or Oracle NetSuite for Government Cloud Service, Standard Edition (contracted for separately).

Usage Limits: The Oracle NetSuite for Government Cloud Service, Analytics Warehouse, Standard is subject to the following usage limits:

- One (1) production environment
- Up to 10 Hosted Named Users
- Access to Oracle Analytics Cloud – Enterprise but excluding:
 - Entitlement to the Oracle Business Intelligence Mobile application posted on the Apple Store and the Google Store
 - Entitlement to the Oracle Day by Day application posted on the Apple Store and the Google Store
 - Entitlement to Oracle Data Visualization Desktop posted on the Oracle Software Delivery Cloud
 - Entitlement to the Oracle SmartView® application posted on the Oracle Software Delivery Cloud
 - Entitlement to Oracle Business Intelligence Server Administrator posted on the Oracle Software Delivery Cloud
- Up to 1 TB of storage for Your Content
- Data extraction from the Oracle NetSuite for Government Cloud Service, Analytics Warehouse, Standard to third parties is not included. Customer may extract data from Oracle NS4G Cloud

Service, Analytics Warehouse, Standard into other Oracle Cloud Services that You have acquired the right to use (via separate order).

- NetSuite Analytics Warehouse Multi-Instance Connector cannot be used with Oracle NetSuite for Government Cloud Service, Analytics Warehouse, Standard
- Entitlement to use Oracle Data Transforms to design graphical data transformations in the form of data flows and workflows to move and transform data between different systems. You may access and use Data Transforms for a period of six months from the date the Oracle NetSuite for Government Cloud Service, Analytics Warehouse, Standard is enabled in the NetSuite ERP Cloud Service. During this six month period, data can only be manually synced by You (no automated incremental data loads).

Customer Responsibilities: You are responsible for ensuring that files marked for upload are scanned for viruses. If You do not scan those marked files for viruses You are liable for any resulting damage. Oracle NS4G Cloud Service, Analytics Warehouse, Standard is intended for use as a business analytics tool and should not be used for the purpose of preparing financial statements or documenting financial results.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, including the Oracle SaaS Public Cloud Services Pillar Document, which may be viewed at <https://www.oracle.com/contracts/> with the following exceptions:

- Support: the NetSuite Support Terms for Oracle Cloud Services apply to this service and can be found at <https://www.oracle.com/corporate/contracts/cloud-services/netsuite/contracts.html>.
- This Oracle Cloud Service does not scan uploaded files for viruses

Oracle NetSuite for Government Cloud Service, Analytics Warehouse, Five User Pack – Each

Part Number: B112268

The Oracle NetSuite for Government Cloud Service, Analytics Warehouse, 5 User Pack provides an additional five (5) users to the Oracle NetSuite for Government Cloud Service, Analytics Warehouse.

Pre-requisites: The NetSuite for Government Cloud Service, Analytics Warehouse, 5 User Pack requires You have access to:

- The NetSuite for Government Cloud Service, Analytics Warehouse, Standard

Usage Limits: The NetSuite for Government Cloud Service, Analytics Warehouse, 5 User Pack is subject to the following usage limits:

- Five (5) Hosted Named Users

Customer Responsibilities: You are responsible for ensuring that files marked for upload are scanned for viruses. If You do not scan those marked files for viruses You are liable for any resulting damage.



Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, including the Oracle SaaS Public Cloud Services Pillar Document, which may be viewed at <https://www.oracle.com/contracts/> with the following exceptions:

- Support: the NetSuite Support Terms for Oracle Cloud Services apply to this service and can be found at <https://www.oracle.com/corporate/contracts/cloud-services/netsuite/contracts.html>.
- This Oracle Cloud Service does not scan uploaded files for viruses

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

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

Part #: B110491

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

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

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

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

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

Usage Limits

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

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

Disaster Recovery and Service Availability

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

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

Oracle Cloud Policies:

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

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

Part #: B110492

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

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

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

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

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

Usage Limits

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

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

Oracle Cloud Policies:

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

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

Part #: B110493

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

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

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

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

Usage Limits

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

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

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

Oracle Cloud Policies:

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

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

Part #: B110494

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

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

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

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

Usage Limits

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

- A maximum number of Customers per accounts Month as specified in Your order (note: Customer accounts cannot exceed 50,000).
- You are not permitted to use the Oracle NetSuite for Government Cloud Service, Utility Billing, Additional Water Metered Service, Additional Customers to perform settlement functions.

- Oracle will provision two (2) environments for this Oracle Cloud Service: one (1) Production and one (1) Non-Production

Oracle Cloud Policies:

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

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

Part #: B110495

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

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

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

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

Usage Limits

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

- A maximum number of Customers per accounts Month as specified in Your order (note: Customer accounts cannot exceed 50,000).
- You are not permitted to use the Oracle NetSuite for Government Cloud Service, Utility Billing, Add-on Electric or Gas Metered Service (up to 10,000 customers) to perform settlement functions.

- Oracle will provision two (2) environments for this Oracle Cloud Service: one (1) Production and one (1) Non-Production

Oracle Cloud Policies:

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

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

Part #: B110496

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

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

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

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

Usage Limits

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

- A maximum number of Customers per accounts Month as specified in Your order (note: Customer accounts cannot exceed 50,000).
- You are not permitted to use the Oracle NetSuite for Government Cloud Service, Utility Billing, Add-on Electric or Gas Metered Service, Additional Customers to perform settlement functions.

- Oracle will provision two (2) environments for this Oracle Cloud Service: one (1) Production and one (1) Non-Production

Oracle Cloud Policies:

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

INTERFACES

Oracle NetSuite for Government Cloud Service, Interface for Financial, Standard – Interface

Part Number: B108787

Oracle NetSuite for Government Cloud Service, Interface for Financial, Standard, is an interface between Oracle NetSuite for Government Cloud Service and a third party license.

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

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

Oracle Cloud Policies:

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

Oracle NetSuite for Government Cloud Service, Interface for Financial, Premium – Interface

Part Number: B108788

Oracle NetSuite for Government Cloud Service, Interface for Financial, Premium, is an interface between Oracle NetSuite for Government Cloud Service and a third party license.

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

- A maximum number of Interfaces as set forth in Your order.
- You are responsible for obtaining and maintaining the necessary licenses from any third party the Oracle NetSuite for Government Cloud Service, Interface for Financial, Premium interface with, complying with any additional terms and conditions required by the associated third party, and paying any fees owed to the associated third party for the use of their products and services.
- Each Interface is limited to 50,000 calls per month

- Each Interface is limited to 250,000 compute gigabyte seconds per month
- Each Interface is limited to 100 gigabytes of transferred data per month

Oracle Cloud Policies:

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

Oracle NetSuite for Government Cloud Service, Interface for Financial, Premium Plus – Interface

Part Number: B108789

Oracle NetSuite for Government Cloud Service, Interface for Financial, Premium Plus, is an interface between Oracle NetSuite for Government Cloud Service and a third party license.

Usage Limits: The Oracle NetSuite for Government Cloud Service, Interface for Financial, Premium Plus is subject to usage limits based on:

- A maximum number of Interfaces as set forth in Your order.
- You are responsible for obtaining and maintaining the necessary licenses from any third party the Oracle NetSuite for Government Cloud Service, Interface for Financial, Premium Plus interface with, complying with any additional terms and conditions required by the associated third party, and paying any fees owed to the associated third party for the use of their products and services.
- Each Interface is limited to 50,000 calls per month
- Each Interface is limited to 250,000 compute gigabyte seconds per month
- Each Interface is limited to 100 gigabytes of transferred data per month

Oracle Cloud Policies:

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

Oracle NetSuite for Government Cloud Service, Interface for HR Payroll, Standard – Interface

Part Number: B108790

Oracle NetSuite for Government Cloud Service, Interface for HR Payroll, Standard, is an interface between Oracle NetSuite for Government Cloud Service and a third party license.

Usage Limits: The Oracle NetSuite for Government Cloud Service, Interface for HR Payroll, Standard is subject to usage limits based on:

- A maximum number of Interfaces as set forth in Your order.
- You are responsible for obtaining and maintaining the necessary licenses from any third party the Oracle NetSuite for Government Cloud Service, Interface for HR Payroll, Standard interface with, complying with any additional terms and conditions required by the associated third party, and paying any fees owed to the associated third party for the use of their products and services.
- Each Interface is limited to 50,000 calls per month
- Each Interface is limited to 250,000 compute gigabyte seconds per month
- Each Interface is limited to 100 gigabytes of transferred data per month

Oracle Cloud Policies:

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

Oracle NetSuite for Government Cloud Service, Interface for HR Payroll, Premium – Interface

Part Number: B108791

Oracle NetSuite for Government Cloud Service, Interface for HR Payroll, Premium, is an interface between Oracle NetSuite for Government Cloud Service and a third party license.

Usage Limits: The Oracle NetSuite for Government Cloud Service, Interface for HR Payroll, Premium is subject to usage limits based on:

- A maximum number of Interfaces as set forth in Your order.
- You are responsible for obtaining and maintaining the necessary licenses from any third party the Oracle NetSuite for Government Cloud Service, Interface for HR Payroll, Premium interface with, complying with any additional terms and conditions required by the associated third party, and paying any fees owed to the associated third party for the use of their products and services.
- Each Interface is limited to 50,000 calls per month
- Each Interface is limited to 250,000 compute gigabyte seconds per month
- Each Interface is limited to 100 gigabytes of transferred data per month

Oracle Cloud Policies:

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

Oracle NetSuite for Government Cloud Service, Interface for HR Payroll, Premium Plus – Interface

Part Number: B111769

Oracle NetSuite for Government Cloud Service, Interface for HR Payroll, Premium Plus, is an interface between Oracle NetSuite for Government Cloud Service and a third party license.

Usage Limits: The Oracle NetSuite for Government Cloud Service, Interface for HR Payroll, Premium Plus is subject to usage limits based on:

- A maximum number of Interfaces as set forth in Your order.
- You are responsible for obtaining and maintaining the necessary licenses from any third party the Oracle NetSuite for Government Cloud Service, Interface for HR Payroll, Premium Plus interface with, complying with any additional terms and conditions required by the associated third party, and paying any fees owed to the associated third party for the use of their products and services.
- Each Interface is limited to 50,000 calls per month
- Each Interface is limited to 250,000 compute gigabyte seconds per month
- Each Interface is limited to 100 gigabytes of transferred data per month

Oracle Cloud Policies:

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

Oracle NetSuite for Government Cloud Service, Interface for Utility Billing, Standard – Interface

Part Number: B111773

Oracle NetSuite for Government Cloud Service, Interface for Utility Billing, Standard, is an interface between Oracle NetSuite for Government Cloud Service and a third party license.

Usage Limits: The Oracle NetSuite for Government Cloud Service, Interface for Utility Billing, Standard is subject to usage limits based on:

- A maximum number of Interfaces as set forth in Your order.
- You are responsible for obtaining and maintaining the necessary licenses from any third party the Oracle NetSuite for Government Cloud Service, Interface for Utility Billing, Standard interface with, complying with any additional terms and conditions required by the associated third party, and paying any fees owed to the associated third party for the use of their products and services.
- Each Interface is limited to 50,000 calls per month
- Each Interface is limited to 250,000 compute gigabyte seconds per month
- Each Interface is limited to 100 gigabytes of transferred data per month

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies,

including the Oracle Industries Cloud Services Pillar Document, which may be viewed at <https://www.oracle.com/corporate/contracts/>. This Oracle Cloud Service does not scan uploaded files for viruses.

Oracle NetSuite for Government Cloud Service, Interface for Utility Billing, Premium – Interface

Part Number: B111774

Oracle NetSuite for Government Cloud Service, Interface for Utility Billing, Premium, is an interface between Oracle NetSuite for Government Cloud Service and a third party license.

Usage Limits: The Oracle NetSuite for Government Cloud Service, Interface for Utility Billing, Premium is subject to usage limits based on:

- A maximum number of Interfaces as set forth in Your order.
- You are responsible for obtaining and maintaining the necessary licenses from any third party the Oracle NetSuite for Government Cloud Service, Interface for Utility Billing, Premium interface with, complying with any additional terms and conditions required by the associated third party, and paying any fees owed to the associated third party for the use of their products and services.
- Each Interface is limited to 50,000 calls per month
- Each Interface is limited to 250,000 compute gigabyte seconds per month
- Each Interface is limited to 100 gigabytes of transferred data per month

Oracle Cloud Policies:

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

Oracle NetSuite for Government Cloud Service, Interface for Utility Billing, Premium Plus – Interface

Part Number: B111775

Oracle NetSuite for Government Cloud Service, Interface for Utility Billing, Premium Plus, is an interface between Oracle NetSuite for Government Cloud Service and a third party license.

Usage Limits: The Oracle NetSuite for Government Cloud Service, Interface for Utility Billing, Premium Plus is subject to usage limits based on:

- A maximum number of Interfaces as set forth in Your order.
- You are responsible for obtaining and maintaining the necessary licenses from any third party the Oracle NetSuite for Government Cloud Service, Interface for Utility Billing, Premium Plus interface with, complying with any additional terms and conditions required by the associated third party, and paying any fees owed to the associated third party for the use of

their products and services.

- Each Interface is limited to 50,000 calls per month
- Each Interface is limited to 250,000 compute gigabyte seconds per month
- Each Interface is limited to 100 gigabytes of transferred data per month

Oracle Cloud Policies:

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

RETIRED

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

Part Number: B94583

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

- Oracle NetSuite for Government, Suite App
- NetSuite Financials
- NetSuite Financial Management
- NetSuite Project Management
- NetSuite Adv Electronic Bank Payments
- NetSuite SuiteAnalytics Connect
- NetSuite Fixed Asset Management
- NetSuite Procurement
- Oracle NetSuite Planning and Budgeting
- NetSuite SuiteCloud Plus
- NetSuite Inventory Management
- NetSuite Pay (subject to the Netsuite Pay Customer Responsibilities located at the end of this document as Appendix A)
- NetSuite Smart Count
- NetSuite Smart Count Foundation
- NetSuite SCM Mobile

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

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

Usage Limits:

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

- You may purchase up to a maximum of 100 General Users (including the one General User that comes with this Service).
- Excepting the Oracle NetSuite Planning and Budgeting module, the maximum allowable file storage is 100GB File Cabinet Storage.
- The maximum allowable file storage for Oracle NetSuite Planning and Budgeting is 150GB.

Additional file storage for Oracle NetSuite Planning and Budgeting can be purchased separately.

- The maximum campaign emails cannot exceed 120,000 per year with no single blast exceeding 10,000 recipients.
- The maximum allowable integrated bulk mail merges cannot exceed 30,000 per month.
- The maximum number of transaction lines cannot exceed 200,000 per month.
- Limited to one (1) country/currency combination.
- Limited to 250 subsidiaries in a single country for a single currency
- Oracle will provision one (1) Oracle NetSuite for Government Cloud Service, Standard Edition, Legacy – Hosted Environment environment for production use excluding Oracle NetSuite Planning and Budgeting.
- One (1) SuiteCloud Plus license.
- Oracle will provision two (2) separate environments for Oracle NetSuite Planning and Budgeting. One environment is dedicated for production use and the second environment is dedicated for non-production use.
- The maximum number of Base Concurrency for API's, scheduled processes and file imports is 10.

Additional Requirements:

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

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

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

HIPAA. You agree that: (i) Oracle is not acting on Your behalf as a Business Associate or subcontractor;

(ii) the Services may not be used to store, maintain, process or transmit protected health information ("PHI") and (iii) the Services will not be used in any manner that would require Oracle or the Services to be compliant with the Health Insurance Portability and Accountability Act of 1996, as amended and supplemented ("HIPAA"). In the preceding sentence, the terms "Business Associate," "subcontractor," "protected health information" or "PHI" shall have the meanings described in HIPAA.

Accessibility. As of the Effective Date of this document, Oracle makes no representations regarding the accessibility status of Oracle NetSuite for Government because the product has not yet been evaluated by Oracle for accessibility. No other terms, conditions, statements or any other such representations regarding or related to accessibility as included in the agreement shall apply to the

Oracle NetSuite for Government products provided under this order. Oracle cannot make any commitments about future product directions, including plans to address accessibility or the availability of VPATs. Product direction remains at the sole discretion of Oracle.

Oracle Cloud Policies:

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

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

Part Number: B94587

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

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

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

Oracle Cloud Policies:

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

Appendix A: NetSuite Pay Customer Responsibilities

Oracle operates a software platform that allows users to aggregate and manage certain treasury, banking and/or accounts receivable functions. To use the NetSuite Pay Cloud Service, Customer must enter into a merchant agreement with Versapay. Versapay delivers its services to its customers under the terms of the relevant merchant agreements and through Versapay's technology as incorporated in Oracle's platform. Oracle is not a financial institution and does not provide any payment or other financial services as part of the NetSuite Pay

Cloud Service. As part of the NetSuite Pay Cloud Service, Oracle sends customer data to Versapay. Customer acknowledges, agrees, and consents to Oracle sharing certain Customer Data, which may include Personal Information, with Versapay in connection with these services.

Customer acknowledges that certain functionality from the NetSuite Pay Cloud Service is provided by Versapay through third-party payment networks ("Payment Networks"), and the provision of the NetSuite Pay Cloud Service and these functionalities is dependent upon the availability of such Payment Networks. Oracle shall have no liability or responsibility for any Losses (as defined below) to the extent arising due to such Payment Network (including as a result of unavailability of such Payment Network). "Losses" means all losses, liabilities, damages (including punitive and exemplary damages), costs, claims, penalties, fines, charges and expenses (including legal fees reasonably incurred on a full indemnity basis and other reasonable professional advisers' fees, and disbursements and costs of investigation, litigation, settlement, judgment, interest and remedial actions). By signing the Estimate/Order Form, Customer agrees it is not relying on the availability of functionality of NetSuite Pay Cloud Service, or approval from financial service partners, in its purchasing of Customer's other NetSuite Services. Customer acknowledges any termination right included herein explicitly for NetSuite Pay Cloud Service and does not extend to any other NetSuite Services

Notwithstanding anything to the contrary in the Agreement or the Estimate/Order Form, Customer acknowledges, agrees, and consents to Oracle providing Versapay and third party financial service partners with certain customer information, which may include Personal Information to allow Oracle to carry out its business operations, such as responding to related product and Service requests and information regarding access and attempted access to NetSuite Pay Cloud Service, designed to enhance the safety and security of NetSuite Pay Cloud Service and that may be required for compliance with laws, ordinances, or regulations

Appendix B: Artificial Intelligence Terms & Conditions

Artificial Intelligence Terms

The Oracle Artificial Intelligence Terms (“Oracle AI Terms”) available online at <https://www.oracle.com/contracts/cloud> services/ (or by searching for “Oracle AI Terms” at <https://www.oracle.com/contracts/a-z/contract-documents/>) apply to Artificial Intelligence Functionality (as defined in such terms) in Your ordered Cloud Services.

Generative AI Features

The additional terms set forth below apply to Your use of generative AI features that may be enabled in the Cloud Services. You must ensure its use of generative AI features is permissible. Content created through use of generative AI features may not be factual, accurate, useful, or usable, may not follow the instructions or information entered in the prompts, and may include non-factual data created by the models. You are solely responsible for verifying the accuracy, usefulness, and usability of the content generated as a result of Your use of generative AI features.

Open AI LLM – Additional Terms of Use

As a condition of using the OpenAI LLM, You acknowledge that Your use is limited to use of the features identified as utilizing OpenAI (“AI Features”) identified in the LLM Mapping for Generative AI Features (“AI Matrix”), found in SuiteAnswers, as part of Your use of the Cloud Service(s). In addition, You agree that You and Your Users will comply with the following terms. You understand that the content of Your prompt (such as data, images, text) will be sent to an OpenAI end point that is outside of the Oracle managed datacenter associated with Your Cloud Service(s). All OpenAI endpoints accessed via the Cloud Service(s) are enabled for “Zero Data Retention” which means that You Data (a) will not be logged for human review and (b) will not be saved to disk or retained by OpenAI. The AI Matrix includes a mapping of the AI Features for NetSuite Cloud Service(s) in a given data center region and the location of the related Open AI endpoint. In the event that OpenAI (i) removes an endpoint, (ii) ceases to offer an endpoint in a region, or (iii) deprecates a version of an OpenAI LLM, Oracle will provide at least 90 days notice. Your Users of the AI Features for these Cloud Service(s) must be located in a country or territory that is supported by OpenAI; the full list of supported countries and territories is available at <https://help.openai.com/en/articles/5347006-openai-api-supportedcountries-and-territories>. Without limiting the applicability of other terms in Your Order, You agree that You will not and will not knowingly permit Your Users to use the OpenAI LLM in a way that violates OpenAI Policies, as described at the following links: Service-Specific Terms (<https://openai.com/policies/service-terms>), Sharing (<https://openai.com/policies/sharing> publication- policy), and Publication Usage Policy Policies (<https://openai.com/policies/usage-policies>). Further, You will not and will not knowingly permit Your Users to authorize or allow minors to use the OpenAI LLM without consent from their parent, guardian or instructor. Answers, please reach out to your sales representative for a copy of the AI Matrix, which is considered Oracle confidential information and will only be provided following the execution of a nondisclosure agreement.

