

## NetSuite Customer Care Principles

At NetSuite, we strive to provide our customers with the highest level of service, which is why we have created the **NetSuite Customer Care Principles**. These principles direct all of our interactions with you.

### **One: Service Uptime Guarantee**

NetSuite's customer agreement guarantees 99.5% uptime outside the scheduled service windows. The NetSuite system's current and historical uptime status is viewable at [status.netsuite.com/status.html](https://status.netsuite.com/status.html).

### **Two: Ongoing Upgrades**

NetSuite enhances its products through regular upgrades. All NetSuite upgrades will preserve your account configuration.

### **Three: Customized Account Configuration**

NetSuite can be configured with custom processes, forms, records and fields.

### **Four: Integration with Other Applications**

NetSuite understands that customers may need to integrate NetSuite with other applications. To that end, NetSuite offers industry standards-based integration capabilities and optional professional services.

### **Five: Data Security**

NetSuite understands that security is of utmost importance, which is why we provide multiple layers of data protection. In addition, NetSuite's role-based security provides your company with options for managing data access within your company.

### **Six: Data Ownership**

NetSuite recognizes that the data in your NetSuite account is your data. Should you plan to end your NetSuite subscription, there are several ways for you to export your data.

### **Seven: Quality Customer Service**

When you contact NetSuite for support, your team will work with a responsive, knowledgeable and well-trained customer service professional.

### **Eight: Proactive Communication**

NetSuite will keep you in the loop. Our system provides you advanced notice of upgrades and new product features.

### **Nine: Community**

NetSuite encourages you to share your ideas and experiences with other customers, and provides community programs to encourage collaboration.

Despite our efforts, there may be circumstances when things do not go as planned. If that happens, these principles will continue to guide our actions as we work to resolve your issue.