Community 360 Exceptions to the Hosting & Support Delivery Policies

Effective Date: 01st June 2024

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SCOPE

This document applies to the Community 360 Cloud Services purchased by You and supplements the Community 360 Hosting and Support Delivery Policies incorporated into Your Estimate/Order Form ("order"). Section numbers correspond to the section numbers in the Community 360 Hosting and Support Delivery Policies ("Hosting Policies"). The Hosting Policies do not apply to any Third Party Applications (as defined in the Agreement), any services sold by Community 360 which are subject to separate terms and conditions (other than the Agreement), including but not limited to US Payroll Service, or as otherwise specified in Customer's Order (including in the applicable item descriptions or Service Descriptions). Additional exceptions to the Hosting Policies are outlined herein.

I. COMMUNITY 360 CLOUD SERVICES DATA SECURITY POLICIES – EXCEPTIONS AND EXCLUSIONS TO SECTION I

I.M. Audits and Certifications

This section does not apply to the following:

- QuickStart Edition Early Adopter (formerly called: NetSuite New Starter Edition)
- Field Service Management (formerly called: Next Technik) Subsection (i) ("PCI-DSS") does not apply to Open Air Services

I.O. Disaster Recovery

This section does not apply to the following:

- Connector Cloud Service
- Point-of-Sale (POS) Cloud Service
- QuickStart Edition Early Adopter (formerly called: NetSuite New Starter Edition)
- Non-production environment(s), including without limitation, sandbox accounts, development accounts, demo accounts, and trial accounts

- RTO does not apply to any Suite Commerce Cloud Services (Note: Community 360 will begin the recovery process within 12 hours, but final service readiness depends on the customer's store configuration (specifically, item volume and complexity) which may exceed the 12-hour RTO).

II. COMMUNITY 360 SUPPORT SERVICES – EXCEPTIONS AND EXCLUSIONS TO SECTION II

Community 360 will not be required to correct any Incident caused by (i) integration of any feature, program or device to the Cloud Service or any part thereof; (ii) any non-conformance caused by unauthorized misuse, alteration, modification or enhancement of the Cloud Service; or (iii) use of the Cloud Service that is not in compliance with the Agreement.

III.COMMUNITY 360 SERVICE LEVEL COMMITMENT – EXCEPTIONS AND EXCLUSIONS TO SECTION III

The Service Level Commitment does not apply to the following:

- Any Sandbox, Release Preview, Beta, Education, Demo, Developer and/or debugger accounts, and any other non-production or test environments.
- CPQ
- Connector
- Field Service Management

IV. COMMUNITY 360 RESPONSE SERVICES REQUIREMENTS – EXCEPTIONS AND EXCLUSIONS TO SECTION IV

The Community 360 Response Services Requirements are only available for the Cloud Services listed in the table in Section IV.B (Response Services Requirements & Descriptions) of the Community 360 Hosting and Support Delivery Policies. The following are exceptions and limitations to CRS and PRS:

(i) CRS is not available for third-party libraries, integrations, or code not developed using SC or SCA.

(ii) PRS is not available for third-party solutions or integrations, or any physical hardware-related issues.

(iii) CRS and PRS are limited to a reproducible Severity Level 1 (Critical) issue (Customer must provide detailed instructions that allow Community 360 to reproduce the specific usage that caused the Incident).

(iv) Community 360 may, in its sole but reasonable discretion cease to provide CRS and PRS for any Customer that has not taken appropriate or recommended actions to remediate previously reported issues.

(v) Community 360 may decline to provide CRS, for an individual Website-related error, or PRS, for an individual NSPOS-related error, if, in its sole but reasonable discretion, Community 360 concludes that the level of effort required to address the error is not commercially reasonable