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# THE **INFORMATION** COMPANY

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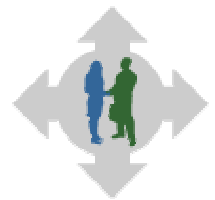
# Oracle Support Renewals Process

# Agenda

- Purchasing Oracle licenses
- Renewals
  - Business practice
  - Documents
  - Process
  - Your requests
- Contacts

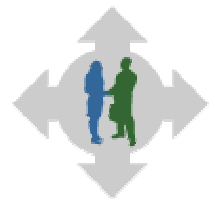
# Purchasing Oracle licenses

- [OLSA](#) – Oracle License and Services Agreement
  - License order form
  - Support is purchased together with licenses (22%)
  - First and second renewal (contractual cap rate)
  - Second year support price (Partners that sell 1<sup>st</sup> year support must inform you of the 2<sup>nd</sup> year support fees Oracle will charge)
  - [Price List](#)
- [Technical Support Policies](#)
  - License Set and Matching support levels
  - Software Update License & Support
- [Welcome letter](#)
  - CSI - Customer Support Identifier



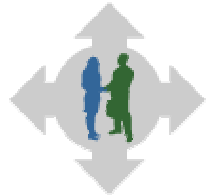
# Renewals documents and business practices

- Support is regulated by OLSA, TSP, License order form
  - [Document](#) – Service Contract #
  - 120 – 90 days before expiration
  - Annual contract
  - Reminder letter after 30 days...
  - [Cancellation letter](#)
  - [Termination letter](#) (matching service level)
  - Documents will be sent to you by email



# Renewals documents and business practice

- Support for ordering period is non-cancelable and non-refundable
- All your licenses of a program; and licenses of a program which share the same source code; and licenses of a program which include an option specified on the price list; and licenses of a program which include a self-service module specified on the price list.
- All licenses within a license set must be supported at the same technical support level



# Renewals documents and business practice

- Inflationary Adjustment Rate (IAR)
  - To ensure that we can remain at the forefront of support and product innovation, we have re-introduces an Inflationary price adjustment, thereby increasing support fees in keeping with the global rate of inflation.
  - The renewal fee is the support price from last year + the current Inflationary Adjustment Rate. It is then compared to the customer's Contractual Cap Rate and the lower of the two rates is used.
  - IAR 3% (from June 2006 till end of May 2007)



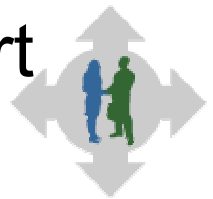
# Renewals documents and business practice

- Reinstatement policy
  - Support lapses or no support with initial order
  - Reinstatement based on last year renewal price\*150% or price list\*150% for lapsed period
- Support Price after reinstatement:
  - Support lapsed period > 6 months – last paid support + IAR
  - Support lapsed period < 6 months – last published list price less discount for support part only effective at the time of reinstatement



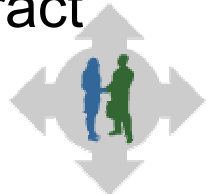
# Renewals process

- Contact you by phone or email
- Send you a Service contract for your review
- Reminder letters, cancellation/termination letters
- Contract signed
- Welcome letter
- An invoice - after the beginning of support period and not earlier



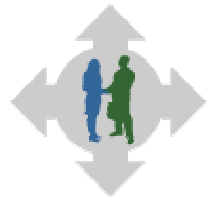
# Renewals – your requests

- How we can help you with your requests?
  - Support period is not suitable for you (financial year, budget)
    - We can together agree and change end day of the next contract
  - Two or more contracts with different period
    - We can put all your contract to the same support period
  - Too many contracts and too many invoices
    - We can consolidate all your licenses to one contract and this means also one invoice



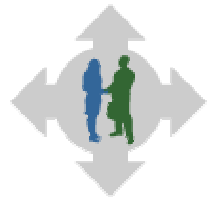
# Renewals – your requests

- How we can help you with your requests?
  - You need an invoice before beginning of the support period
    - We can prepare an invoice before start of your new support period
  - Too many different CSIs
    - We can consolidate all your CSIs to one you wish to keep it



# Renewals – contacts

- Who to contact for any question regarding renewals?
  - Dial or email the person who has sent you renewal document
  - Andreja Mocnik/Barbara Omerza/Petra Horvat
    - [andreja.mocnik@oracle.com](mailto:andreja.mocnik@oracle.com)
    - [Barbara.omerza@oracle.com](mailto:Barbara.omerza@oracle.com)
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