

Overview and Frequently Asked Questions

Overview

Oracle Buys Network Intelligence and Reconciliation Leader Netsure Telecom Limited: Extends Oracle's Leadership in Communications with Network Intelligence and Optimization

On September 2, 2007, Oracle announced its intent to acquire Netsure Telecom Limited, a leading provider of network intelligence, analytics and network data integrity software. The transaction extends the Oracle Communications suite of applications to offer network intelligence and analytics to service providers and operators who want to ensure efficient operation and utilization of networks and services. We expect the transaction to close in late September. Until the deal closes, each company will continue to operate independently, and it is business as usual.

A year ago, Oracle launched the Communications Global Business Unit to deliver compelling communications industry specific applications to service providers worldwide. Over the past year, Oracle has enhanced its communications industry suite to include Billing and Revenue Management, Inventory Management, Activation, Provisioning and Mediation. These solutions, combined with Oracle's industry leading CRM capability from Siebel, Oracle E-Business Suite, and the Oracle Service Delivery Platform has provided Oracle with the industry's most comprehensive applications suite. Oracle is now the leading software vendor in the communications industry, and has received the highest rating from Gartner for our BSS applications.

The acquisition of Netsure is expected to extend the Oracle Communications application product suite after closing to include business intelligence and analytics for the network domain.

Netsure solutions are product based, and support open standards. Netsure's product capabilities combined with Oracle's network inventory, provisioning, and financial asset management applications, are expected to enable service providers to improve proactive network planning, modeling and optimization, reducing operational costs and increasing the utilization and efficiency of both leased and owned network capacity.

The transaction is expected to provide a number of benefits to Netsure and Oracle customers and partners after the closing, including:

- Strengthens intelligence and data integrity for Communications Service Providers;
- Improved management and cost controls of network infrastructures;
- Reduced cost and complexity due to pre-integrated Netsure and Oracle solutions;
- Enhanced support and services through scale; and
- Further extends Oracle's commitment to provide dedicated focus by having Netsure employees join Oracle's Communication Global Business Unit.

Oracle is dedicated to maintaining and improving the quality of innovation, support, and service that customers and partners have come to expect from Oracle by continuing to develop and offer leading communications industry applications that are complete, integrated, and standards based.

Product Overview And Strategy

What are Netsure's Product line, focus and strategy?

Netsure has two product streams: the Active Network Optimization (ANO) suite and Reconciler. The ANO product line provides network optimization, capacity planning and trending, and network financial modeling as part of a single suite. Reconciler delivers significantly improved network data integrity by reconciling live communications networks with the data model of the network stored in inventory or repository systems for multi-technology networks and Communications Service Providers on a global basis.

The primary focus of the Netsure products is to significantly improve accuracy of data and orders, optimize network utilization, 'sweat' existing network assets and reduce capital and operational costs through just-in-time capacity delivery, using existing on-network and off-network information contained in disparate systems. The output of these products presents network assets and network financial information in a rapid, simple visual manner to the different work groups in a Communication Service Provider organization including Network Operations, Planning Groups, Finance, Sales and Marketing and Management, reducing the need for skilled staff and complex third party information analysis.

Netsure's strategy is to enhance and to create product-based capabilities in network business intelligence, analytics and network data integrity. This is expected to complement and extend the Oracle Communications suite of applications including network inventory, provisioning, financial and asset management. After the closing, this will enable Oracle to offer a comprehensive communications suite to include network optimization, capacity planning and trending and network financial modeling, which is expected to differentiate Oracle capabilities in Network Inventory Management, and to enable full network lifecycle management.

As networks move to Next-Generation Network (NGN) services, the requirement is for Operational Support Systems (OSS) to combine with information contained in Business Support Systems (BSS) and financial systems to provide Communications Service Providers with improved and proactive network planning, modeling and optimization. This reduces operational costs and capital expenditure, and increases their utilization and efficiency of both leased and owned network capacity, which also

assists in the compliance of increasing regulatory requirements, by the use of simple-to-use graphics, views and reports of traditionally complex tasks.

What products does Netsure currently develop and support?

Active Network Optimization (ANO), Netsure's core product is essentially a highly capable Network Analytics toolset, which provides detailed information on the characteristics, capacity, configuration and usage of the network. This type of information is becoming more and more critical to Communications Service Providers as it provides deep insight into the 'effectiveness' of the network. This provides better network planning and investment decisions based on actual network usage – rather than inaccurate configuration/topological data. ANO allows service providers to base investment decisions upon actual data and forecast network growth using business intelligence. In addition, this information can be used to support the Network Lifecycle, and in particular, Asset Optimization and the reporting of network asset value for SOX and other regulatory reporting.

Netsure's ANO suite consists of the following modules; ANO Core, Circuit Route Manager, Monitor Report Manager, Forecast Manager, Outage Manager and Migration Manager. Reconciler, a second product offering from Netsure, is essentially responsible for ensuring that the data that is used to support the other ANO functions is accurate with respect to live network and network inventory representations. Reconciler can also be used independently as a network data integrity solution to reconcile bad inventory data.

Clients of Netsure can choose any module combination of the ANO suite, depending upon their individual needs. All implementations of ANO require the purchase of an ANO Core module before other modules can be deployed. Reconciler can be purchased separately. The Netsure solutions are key enablers and are expected to provide Oracle customers comprehensive Network Lifecycle Management capabilities. Oracle's plan, after the legal combination is to incorporate Netsure's products into the Oracle Communications portfolio, and to continue to evolve the functionality, capability and maturity of these products.

What are Network Optimization and Intelligence solutions and how are they expected to fit into Oracle Communications applications portfolio?

Active Network Optimization (ANO) provides service providers and operators with Network Business Intelligence and Analytics capabilities to help them plan, build, predict and optimize their networks. Unlike spreadsheets or abstract off-line vertical technology based systems, ANO enables investment decision-making based upon existing network data and usage, significantly reducing an operator's capital and operational expenditures.

By providing users with the ability to deliver 'just-in-time' capacity into the network, ANO ensures the right type of capacity is fully utilized so that revenue is maximized and client churn is minimized. A simple to navigate user interface provides users with the ability to instantly see network bottlenecks before they cause problems and proactively build network capacity.

Reconciler ensures data integrity between the service provider's live networks and inventory solutions so that the accuracy of the analytics and intelligence utilized by ANO is maintained in real-time. As networks change in size and technology footprint, ensuring the most current and accurate data is vital. Reconciler provides a simple and repeatable method of providing network data integrity assurance while removing complexity from the task.

ANO and Reconciler are expected to complement existing Oracle Inventory and Discovery solutions and enhance existing Oracle Communications OSS deployments, as well as expect to add tangible value to existing or legacy inventory solutions.

How are Netsure products expected to extend Oracle's BSS/OSS capabilities?

Netsure products are expected to provide a bridge between the enterprise management systems such as supply-chain-management, projects, fixed assets, and asset management, and the operational support systems such as Oracle Inventory and the network discovery, in order to provide technical users with the ability to proactively plan and optimize their network investment. By linking the information contained in these critical systems, an end-to-end, integrated, Network Resource Management System can be created that provides technical and business intelligence to the user community. This also ensures better customer satisfaction through reduced order fallout as a result of poor network information, and enables more effective compliance with SOX and other regulatory requirements.

How does Netsure fit into Oracle's overall business intelligence software strategy after the closing?

Bringing Netsure into the Oracle community of business intelligence software is expected to extend this strategy into new domains. Netsure products are expected to provide a valuable link between the service provider's revenue chain and the internal and external costs of achieving that revenue.

Operators and service providers are expected to be able to accurately budget for new network capacity and understand the financial impact to their own business and margins. Netsure helps to accurately predict impairment through future potential utilization peaks and provide forward projected KPI breaches and service, or churn characteristics.

What are expected key customer benefits from Netsure's Active Network Optimization?

Service providers and operators need to manage and control costs of current network infrastructures whilst deploying new technologies, managing multiple network technologies and merging new network assets. In addition, service providers are battling price pressure from virtual operators providing VOIP and mobile data services, resulting in margin erosion and cost reduction programs.

Netsure's ANO provides service providers and operators a cost effective, repeatable approach to cleaning data, planning, optimizing and predicting capacity requirements so that they optimize assets, reduce costs and roll out new services most efficiently.

Netsure capabilities complement Oracle's current communications suite footprint which enables customers to lower TCO through optimized network asset utilization. Moreover, given that business intelligence is a key area of investment for Communications Service Providers, the combined Oracle and Netsure solution is expected to allow customers to optimize network inventory investment with "just-in-time" capacity planning and improve service delivery performance by predicting network bottlenecks in advance.

Who are the target customer buyers for Netsure and Network Optimization and Intelligence solutions?

Netsure customers span all areas of network provision from National Fixed Carriers, Mobile Operators through to IP Networks. Each has its own set of requirements that can be addressed through the modularity of ANO and can achieve data integrity utilizing Reconciler.

Operators and service providers that own their own network assets utilize ANO to provide network views, identify capacity black spots, trending and network exhaustion information to reduce the need for excessive underutilized capacity. In addition the ANO modules can be used to calculate network impact, bulk routing and build requirements for new end clients and to manage cost during technology and service model shifts to NGN based architectures.

As a service provider acquires another network and it is associated BSS/OSS, ANO can be utilized to provide a common comprehensive integrated view of the combined networks, and offer a rationalization program and front end to disparate BSS/OSS solutions and network architectures.

Mobile operators and IP networks may use leased line services and utilize ANO modules to determine the cost comparisons of engaging third party networks to provide network resource, whilst they build their own infrastructure. Mobile operators move physical locations as their network topologies grow and need to understand the re-routing, capacity issues and cost of moving nodes. ANO provides that intelligence to planners and financial staff so that informed decisions can be made.

Target customer buyers include Chief Technology Officers (CTOs), Chief Financial Officers (CFOs), Network Planners and Network Managers. Clients who have experienced rapid cost savings and operational efficiencies using ANO include, Cable & Wireless, Vodafone, and Eircom.

Can Netsure products be purchased and deployed in conjunction with legacy or other inventory systems?

Yes. One of the key strengths of Netsure products is the open nature of the software. Netsure software currently integrates and is operational on various packaged inventory solutions and legacy systems around the world.

How will this acquisition be expected to impact the on-going development of Netsure solutions?

Research and development in Netsure products will have the backing of Oracle's R&D budget after closing. The combined team of Netsure and Oracle is expected to focus on the development and production of enhanced ANO and Reconciler capability including Data Integrity, Network Business Intelligence, and Network Resource Management.

How compatible are Netsure's products with Oracle's products?

Netsure's ANO and Reconciler solutions have already been integrated with Oracle Discovery and Inventory solutions and have limited overlap. From an architecture perspective the solutions are JAVA based and currently utilize Oracle database technology. The most recent general availability of Netsure has been built with Oracle Service Fulfillment level 1 integration. In addition, Netsure has been a strong proponent of industry standards, including the TeleManagement Forum's MTOSI data model.

How does Oracle plan to maintain Netsure's industry and domain expertise?

Netsure is based in Dublin, Ireland. This team is expected to continue to be based in Ireland and become a part of the Oracle Communications Global Business Unit after the closing.

Customers and Partners

How is the transaction between Oracle and Netsure expected to benefit Netsure customers?

After the closing, Netsure clients are expected to have their investment protected while having access to a more comprehensive software portfolio from a single vendor – Oracle. The comprehensive solution is expected to provide a compelling value proposition as operators look to streamline their network planning to optimization lifecycle. In addition, after the closing, Netsure will also have access to Oracle’s extensive R&D and technology portfolio to accelerate and complement its roadmap direction.

As an Oracle customer, how can I expect to benefit from Netsure’s products and services capabilities after the closing?

Netsure capabilities complement Oracle’s current BSS/OSS footprint and are expected to lower their total cost of ownership through optimized network asset utilization. In addition, it is expected to further strengthen Oracle’s Business Intelligence offering for Communications Service Providers and operators by delivering just in time capacity intelligence and predicting network bottlenecks in advance.

How is the transaction expected to benefit partners after the closing?

The combination of the Netsure solutions, ANO and Reconciler, in conjunction with Oracle is expected to bring new product capabilities for a large emerging business intelligence market. In addition to providing partners incremental opportunity to expand existing OSS engagements, it is expected to enhance the Oracle Communications solution offering, specifically for Network Resource Management. The combination of Netsure’s leading technology combined with the Oracle brand and global presence is expected to provide partners with a compelling value proposition for their customers.

How is this acquisition expected to impact any existing project, deployment, or services engagements?

There should be limited impact on current Netsure project deployments or services engagements. Netsure management and staff are expected to continue with Oracle after the closing as a part of the Oracle Communication Global Business unit, and provide continuity of service to Netsure’s customers.

How will Oracle provide for a smooth integration of the two companies?

Until the transaction closes, the two companies remain separate and it is business as usual. After the closing, Oracle plans to focus on customer satisfaction and expects to provide a smooth transition without customer disruption. Oracle is experienced with integrating companies quickly and efficiently. Oracle will provide dedicated personnel from key functional areas for integration and utilize proven templates and processes for repeatable success in integration. We plan to communicate regularly throughout this process to keep our customers well informed.

Critical integration goals for Netsure after the closing of the transaction include:

- Focus on 100% customer satisfaction
- Provide smooth transition for customers without interruption
- Over-communicate throughout the integration
- Provide customer continuity
- Retain Netsure management and employees as a part of the Oracle Communications Global Business Unit

Business Continuity

Can I still purchase Netsure products?

Yes. Until the transaction closes, the two companies remain separate and it is business as usual. After the closing, you should continue to work through your Netsure sales contact until further notice.

Should Netsure customers continue to call the Netsure Global Support Services

Yes. Until the transaction closes, the two companies remain separate and it is business as usual. After the closing, you should continue to work with your current Netsure support contacts until further notice.

Should Netsure customers continue to contact their Netsure sales representative?

Yes. Until the transaction closes, the two companies remain separate and it is business as usual. After the closing, you should continue to work with your current Netsure sales contacts until further notice.

Will training on Netsure products continue?

Yes. Until the transaction closes, the two companies remain separate and it is business as usual. After the closing, training will continue to be provided.

Will the Netsure leadership and employees be retained?

Yes. All employees and management of Netsure are expected to be retained after the closing and Netsure Dublin, Ireland employees will become part of the Oracle Communications Global Business Unit.

Where can I find out more information about the Oracle and Netsure combination?

www.oracle.com/netsure

The above is for informational purposes and may not be incorporated into a contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decision. The development, release, and timing of any features or functionality described for Oracle's products remains at the sole discretion of Oracle. The development, release, and timing of any features or functionality described for Netsure's products remains at the sole discretion of Netsure.