

## Migration of Siebel Support Programs to Oracle's Premier Support Frequently Asked Questions June 1, 2006

### Migration of Siebel Support Programs Overview

As of June 1, 2006, all currently supported Siebel Standard Support customers will be migrated to Oracle's Premier Support offering. All currently supported Siebel Gold Support customers will be migrated to Premier Support upon their annual support renewal. You can now take advantage of all of the features of Premier Support at no additional charge, outside of annual adjustments for inflation or currency fluctuations. Best of all, you don't have to do anything to begin to utilize all of the benefits of Oracle's Premier Support.

When you receive your support renewal quote, you will be now be renewing "Software Update License and Support", which is the legal term for Oracle's Premier Support. You do not have to sign any new contracts to receive Oracle Premier Support. Simply by renewing Support, you are an Oracle Premier Support customer and you will continue to receive all of the features and benefits of Premier Support.

For any customers who purchase a new license from Oracle, your Premier Support fee for the new license will be priced per the Oracle Price List. Any current licenses that you may already have, as mentioned above, will receive Premier Support for your current support fee, plus annual adjustments for inflation or currency fluctuations.

With the migration of all customers to Premier Support, Oracle will no longer offer Siebel Standard Support, Siebel Gold Support, Rollout Support Options, Upgrade Service, Service Request Packs, or Specialized Maintenance Service for either new customers or for renewal by current customers. Technical Account Managers (TAMS) and Expert Services will still be available for purchase.

### Exclusive Advantages of Oracle Premier Support

Oracle and Siebel customers demand the best in support. Oracle delivers, with **award-winning** Premier Support. With Premier Support, you can look forward to next-generation support enhancements that will help drive your business success. It will also help lead your technology future with the latest in applications and technology support. It will help strengthen your competitive advantage, with next-generation thinking built into everything we do.

Oracle Premier Support offers exclusive advantages and comprehensive services to assist you with your long-term success. With Oracle Premier Support, you can look forward to these industry-leading support enhancements to help drive your business success:

#### ***24/7 Mission Critical Support***

- We are one of the largest and most advanced support organizations in the world. With more than 7,000 support professionals and 14, 000 application and technology developers, the scale of the combined Oracle/Siebel support organization allows us to

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deliver the most comprehensive support that other support organizations simply can not match.

- With the combined talents and technologies of Siebel and Oracle, no matter where you are, we're ready to respond with the complete product, technical, and problem-solving expertise you need. With 17 major hubs in 5 continents, our extensive global support infrastructure enables us to support you in any time zone in which you do business.
- No one knows more about Siebel than Siebel's developers and support professionals, who are now part of the combined Oracle support team. With Oracle, you have access to the very people who built your Siebel products and who continue to maintain and enhance your software.
- Get prompt support for your mission-critical issues, so you can get back to business quickly. You get 24/7 support for your Severity 1 issues.

### ***Lifetime Support***

- Oracle's Lifetime Support, the most comprehensive and flexible support policy in the industry, protects your investment in Siebel. Oracle Lifetime Support now covers Siebel Customer Relationship Management, Siebel Incentive Compensation Management, and Business Analytics versions 7.7.x and 7.8.x, as well as the upcoming release 8 of major Siebel product lines. Under this policy, Oracle plans to continue to maintain Siebel's currently supported hardware platforms, databases, and operating systems—including IBM and Microsoft.NET—as part of our commitment to protect, extend, and evolve the value of your technology investments.
- Leading the industry, Oracle's Lifetime Support covers your technology environment from database, to middleware to applications—an industry first, only from Oracle. Refer to the "Lifetime Support Policy Data Sheet" for specific Siebel programs that are, or will be, covered by the Lifetime Support policy.
- You have greater peace of mind knowing that your business strategy is driving your upgrade strategy with more control, more resilience, and more certainty.

### ***Applications Unlimited***

- As part of Oracle's ongoing commitment to protecting customer investments, Oracle plans to continue providing ongoing enhancements to current Oracle Applications beyond the delivery of Oracle Fusion Applications. Applications Unlimited will provide customers with more visibility into our existing product roadmaps and help you derive continual success from your current applications by delivering world-class development and support for years to come.
- Oracle is giving customers the option to choose what is best for their business.
- Dedicated development teams will work closely with customer advisory boards and user groups to design new releases and functional enhancements to current Oracle Applications product families.

### ***Rights to Next-Generation Fusion Applications***

- Oracle plans to continue to offer you the choice of an integrated suite or the best-of-breed Siebel CRM solution. We also plan to evolve you at your own pace, to the next generation of our standards-based applications, Oracle Fusion Applications.
- Siebel CRM is planned to be the centerpiece of our Oracle Fusion CRM strategy and we plan to incorporate the best features of all our product lines into Oracle Fusion CRM. You can upgrade your systems to a powerful, integrated, and flexible service-oriented architecture.

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**Additional Information:**

Additional information is available for you at the following addresses:

- Support Migration:
  - ✓ The Support migration microsite can be found at <http://www.oracle.com/siebel/support/index.html>
- Premier Support:
  - ✓ Premier Support datasheet and reference guide can be found at <http://www.oracle.com/support/index.html>
- Lifetime Support:
  - ✓ Lifetime Support Datasheet and Customer FAQ, includes all Siebel products/releases <http://www.oracle.com/support/premier/lifetime-support-policy.html>
  - ✓ Lifetime Support Policy PodCast can be found at <http://www.oracle.com/applications/podcasts-peoplesoft-enterprise.html>
- Applications Unlimited:
  - ✓ Applications Unlimited information <http://www.oracle.com/applications/applications-unlimited.html>

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To help you quickly locate the answers to your questions, this FAQ is categorized into three sections:

Section I: Oracle Premier Support

Section II: Support Migration Pricing and Policies

Section III: Support Renewals and Advanced Customer Service Options

## Section I. Oracle Premier Support

### **Q: What is the value of Oracle Premier Support?**

**A:** With Oracle Premier Support, you can expect to drive more value from your Siebel investments. We've combined the talents, technologies, and vision of the Oracle and Siebel support organizations to create the most progressive support services available anywhere. By building on our complementary strengths and our shared commitment to innovation, Oracle Support sets the standard. You can expect a seamless transition to Oracle Support as two great technology companies join forces.

### **Q. What are the key components of Oracle Premier Support?**

**A.** Premier Support provides:

- **24/7 Mission Critical Support.** You can be assured that the engineers at the forefront of our technology are behind your support. With our unmatched global reach and access to our technical support engineers, you can rely on Oracle Premier Support for the answers you need. With more than 7,000 support professionals worldwide we provide 24/7 mission-critical support from 17 global hubs and in 27 languages. Only Oracle can provide this global coverage and provide your business with the stability and continuity it requires.
- **Lifetime Support.** Oracle's Lifetime Support protects your Siebel investment and provides support of your entire technology environment — from database, to middleware, to applications — an industry first, only from Oracle. Lifetime Support puts you in control of your upgrade strategy so you can enjoy continued peace of mind. You can maximize your support investment and unlock the full value of your Oracle products.
- **Applications Unlimited.** Applications Unlimited is Oracle's plan to continue providing ongoing enhancements to current Oracle Applications beyond the delivery of Oracle Fusion Applications. Our intent is to help you derive continual success with your current applications by delivering dedicated, world-class development and support for years to come.
- **Rights to Next-Generation Fusion Applications.** You have the choice of an integrated suite or a best of breed Siebel CRM solution. We plan to evolve you at your own pace to the next generation of our standards-based applications, Oracle Fusion Applications. Siebel CRM will be the centerpiece of our Oracle Fusion CRM strategy.
- **Proactive, Automated Support.** Oracle provides advanced support technologies as part of our long-term commitment to delivering a simpler, faster, and more cost-effective way for you to run your Oracle products. These advanced support technologies automate people-intensive processes, proactively assist with diagnosing system issues before they become critical, and accelerate problem diagnosis and resolution — ultimately saving you time and money.

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**Q: Will the same people who supported me in the past continue to deliver my support?**

**A:** Yes. With the migration to Premier Support, you have the system and support continuity your business requires. As an Oracle Premier Support customer, you will have continued access to the support people, systems, and infrastructure you relied on with Siebel. We are dedicated to maintaining and increasing the quality of innovation, support, and service customers have come to expect from Oracle and Siebel. Over 98% of the Siebel support professionals have joined Oracle, allowing you to enjoy a seamless transition. The Siebel developers and support experts are now a part of a strengthened Oracle Support team. Oracle is dedicating significant resources to ensure that you experience minimal disruption during the integration and transition process. You should continue to use the same support channels you have been using, whether it is online, or by telephone. Support phone numbers and Web site links remain the same.

**Q: How will Oracle ensure global support continuity?**

**A:** With the combined talents and technologies of Siebel and Oracle, no matter where you are, we're ready to respond with the complete product, technical, and problem solving expertise you need. With 17 major hubs on 5 continents, our extensive global reach enables us to support you in any time zone in which you do business. With this breadth and depth, you can expect faster problem resolution and the efficiency of a single organization for all your Oracle and Siebel support needs. By leveraging our third-party relationships and reseller agreements, Oracle works on your behalf to foster collaborative support processes and to enable prompt and efficient resolution. Furthermore, the scale of our support organization allows us to invest in state-of-the-art support technologies to deliver advanced support services.

**Q: If I purchase a new license, the support on the contract is called "Software Update License and Support". I thought I was purchasing Premier Support. What is the difference?**

**A:** Software Update License and Support is Oracle's contractual service term for Premier Support.

**Q: What is the first year Premier Support pricing for new licenses sold as a result of an expansion situation?**

**A:** Expansion licenses are considered new software licenses, and therefore the first year support pricing for new licenses sold as a result of a license expansion is priced per the Oracle Price List.

## **Section II. Support Migration Pricing and Policies**

**Q: Will I see an increase in my support renewal fees when we are migrated to Premier Support on June 1?**

**A:** No, you will continue to pay your same annual maintenance fees. Upon renewal, your annual fees will be renewed at your current support fee plus annual adjustments for inflation or currency fluctuations for those contracts written in non US dollars. Renewal increases will be limited to any current contractual support cap terms in effect at the time of renewal.

**Q: If I already have Siebel products and I purchase additional products, our understanding is that those new products will have support priced at Oracle's list support fees, while our existing products remain at their current support fees. Is this true?**

**A:** Yes, this is true. Premier Support fees for existing customers who purchase additional programs and/or users will be priced per the Oracle Price List and there will be no change to your current support fees other than annual adjustments for inflation or currency fluctuations.

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**Q: When we migrate to Oracle's Premier Support on June 1, will we have to sign any type of new contract to receive that service?**

**A:** No, you will not need to sign any new amendments or contracts to receive Premier Support. The former Siebel Maintenance Services Policy, was subject to change, so upon renewal of your technical support contract, Oracle's Technical Support Policies will apply. With this change, you will now receive a higher level of support, for your existing support fees plus annual adjustments for inflation or currency fluctuations.

**Q: Why is Oracle not migrating the Gold Support customers to Premier Support on June 1, the same timeframe as the Standard Support customer migration?**

**A:** The Siebel Gold Support customers had some additional components of support that are included within their support agreements. Oracle will continue to honor those commitments until the Gold customer's support renewal.

**Q: Was it a standard process under Siebel for all customers to receive annual inflationary adjustments when we renewed our support? Is this a standard process also for the Oracle customer base?**

**A:** Yes, it was a standard process for the Siebel customers to receive annual inflationary adjustments. The fee that was in effect under Siebel was a 4% annual increase. The current Oracle customer base, including the former PeopleSoft and JD Edwards customers, also follow the process of a standard annual inflationary increase when they renew their Premier Support service contract.

**Q: I am currently a Siebel Gold Support customer; can I continue to renew my Siebel Gold Support level?**

**A:** Effective June 1, the Siebel Gold Support program is no longer available for customers to renew. All customers will be migrated to Oracle's Premier Support offering upon expiration of the customer's Siebel Gold Support contract.

### **Section III. Support Renewals and ACS Options**

**Q: I received my support renewal quote for Siebel Standard Support in May and my support renewal quote showed the support I am renewing as "Software Update License & Support". In May, were we renewing Siebel Standard Support or Oracle Premier Support?**

**A:** For those customers whose renewals occurred after mid-April, you were renewed on the Oracle systems and received support renewals for "Software Update License & Support", which is Oracle's contractual service term for Premier Support. If you renewed your support between mid-April and June 1, you have already migrated to Premier Support and are already receiving the benefits of Premier Support.

**Q: Will uplift fees still be in effect for Siebel 5 and 6?**

**A:** Yes. The current Siebel Maintenance Uplift fees will remain the same at 25% and 35% for the Siebel 5 and 6 releases. Once the 6.x release moves into Sustaining Support, you will no longer pay the 35% uplift fee; you will simply pay your annual Premier Support fee plus adjustments for inflation or currency fluctuations.

**Q: Are Technical Account Managers (TAM) and Expert Services still available?**

**A:** Yes, the TAM and Expert Services are still available for customer purchase.

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**Q: Oracle has some great Advanced Customer Services (ACS). Are those available to Siebel customers now?**

**A:** The Advanced Customer Service (ACS) packages are available to any customer who is running the Oracle database, Oracle applications, or both. If as a Siebel customer you are running the Oracle database, you have the ability to purchase ACS packages that are specific to the Oracle database. We are currently working on creating ACS packages that will be available in the future, for customers who are running Siebel applications and non-Oracle databases.

**Q: I am a Siebel Gold customer who utilizes the services of a Support Account Manager (SAM) and we would like to keep our SAM resource. Is it possible for us to purchase SAM resources going forward?**

**A:** The Siebel Support Account Manager team will be moved into the Oracle Field Support organization. Siebel customers may purchase the services of a SAM, which will be sold as an Oracle Assisted Services offering.