Oracle Support:
Oracle's Commitment to Our Customers

■ Frequently Asked Questions

Oracle's Siebel Support

Q: Will the same people who support my product today continue to deliver support?

A: Yes. With Oracle's Siebel Support, you have the system and support continuity your business requires. As an Oracle customer, you will have continued access to the same support people, systems, and infrastructure that you relied on with Siebel. We are dedicated to maintaining and increasing the quality of innovation, support, and service you have come to expect from Oracle and Siebel. With a goal to retain over 90% of Siebel's support organization, your 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. The feedback from our PeopleSoft and JD Edwards customers speaks for itself - Oracle is successfully delivering on our commitment to create a superior ownership experience across all product lines. Oracle customers continue to renew their support with Oracle and support customer satisfaction rates have increased since the PeopleSoft merger. As we work to deliver the value of the combined companies, we are equally as focused on delivering a superior ownership experience to Siebel customers with a goal of 100% customer satisfaction.

Q: How will Oracle ensure global support continuity?

A: With the combined talents and technologies of Siebel and Oracle, no matter where you are, no matter what the issue, 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 you do business. With this breadth and depth, you can expect faster problem resolution and the efficiency of a single point of contact 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: What is the value of Oracle Siebel Support?

A: Your business solutions are a significant investment in your organization's success. To capitalize on your investment, you need support that not only maximizes the availability of your systems but also helps to ensure your technology future. With Oracle's Siebel 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 and deliver a Superior Ownership Experience. By building on our complementary strengths and our shared commitment to innovation, Oracle Support sets the standard. Expect a seamless transition to Oracle Support as two great technology companies join forces.

Q: What does Oracle's J.D. Power and Associates certification mean for Siebel customers?

A: Oracle is the first enterprise software provider to earn certification under the J.D. Power and Associates Certified Technology Service and Support (CTSS) program. This prestigious certification recognizes Oracle Support for providing "An Outstanding Customer Service Experience" to North American customers across all product lines and reflects that Oracle customers are backed by one of the highest levels of support in the industry. Further, it demonstrates our continued and consistent commitment to delivering the highest quality technical support and raising the bar for high performance and customer satisfaction standards. These high-level service delivery standards will apply to Oracle's Siebel Support.

J.D. Power and Associates Certified Technology Service and Support ProgramSM, developed in conjunction with SSPA. For more information, visit www.jdpower.com or thesspa.com.

■ FREQUENTLY ASKED QUESTIONS

Oracle Lifetime Support Policy

Q: What is the Oracle Lifetime Support Policy?

A: Oracle leads the industry with the most comprehensive and flexible support policy, our Lifetime Support Policy. Simple and predictable, our support policy covers your entire technology stack, from database to middleware to applications—an industry first, only from Oracle. The Oracle Lifetime Support Policy provides access to technical support experts and future upgrades to major releases for all product lines for the duration of the product license and consists of three stages of support: Premier Support, Extended Support and Sustaining Support. It puts you in control of your upgrade strategy so you can enjoy continued peace of mind, knowing that no matter which product release you're running, we'll be there to support your business.

Q: Will Oracle offer the Lifetime Support Policy to Siebel customers?

A: Yes, Oracle has extended its Lifetime Support Policy to cover Siebel version 7.8 and the upcoming version 8 of the Siebel major product lines. Any new versions of the Siebel product line that are released after the acquisition will fall under Oracle's Lifetime Support Policy. Oracle will continue to aggressively analyze all of the Siebel products and versions to determine which other products and releases will migrate to Oracle's Lifetime Support Policy and which will remain under the current Siebel Support policy. Under this policy, Oracle will continue to maintain Siebel's currently supported hardware platforms, databases, and operating systems, all with one goal in mind: to protect, extend, and evolve the value of your technology investments.

Q: Will Oracle continue to support customers running Siebel solutions on alternative databases?

A: Yes, Oracle plans to continue support for Siebel's current solutions running on IBM DB2 and Microsoft® SQL Server. We are also currently reviewing whether to certify our next-generation Oracle Fusion Applications on non-Oracle databases. This decision will depend largely on customer feedback as they trade off portability versus extra security and better performance.

Q: Will Oracle continue to support customers with Siebel solutions on alternative middleware platforms?

A: Yes, we intend to protect customers' existing investments and to provide customers with choices. The combined companies plan to maintain support for Siebel's current solutions running on alternative middleware technologies. In addition, Oracle plans to base the Oracle Fusion Applications, including Oracle Fusion CRM, entirely on open, industry standards that allows for interoperability. We have already announced our intention to certify our applications on IBM WebSphere.

This FAQ is for informational purposes only and cannot be incorporated into a contract.

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