



Software Support Renewal and Migration Pricing Policies:

- Support contracts with Software Help Desk Plus Upgrades, Software Help Desk, Software Enhancement License (SEL), Software Support, Level 2/Level 3 Support, Software Maintenance, or Software Maintenance Agreement (SMA): will be migrated to Oracle Premier Support for Software also known as Software Update License and Support. The Support pricing at the first renewal with Oracle will be the same pricing that was paid to MICROS in the previous year, assuming that: 1) the same products are supported, 2) you paid MICROS for a full year of support, and 3) you accept Oracle's Terms & Conditions for Premier Support. For future renewals, the annual support fees will be adjusted for inflation or currency fluctuations
- Customers without a Support contract, including those that utilize MICROS Time & Materials (T&M) for software support: will need to purchase an Oracle Premier Support for Software support contract per the Oracle price list. Time and Materials support for break/fix services is no longer available.
- Customers with a current MICROS Support offering not listed: at renewal, an Oracle representative will contact you to discuss the available alternatives.
- Customers with MICROS Software Warranty: will be able to purchase Oracle Premier Support for Software either at the expiration of your current warranty or prior to the expiration of your warranty.

Resources

- [Oracle Store](#) to purchase support or request assistance with your purchase
- [Oracle Store User Guide](#) for more information on using the store
- [Support for MICROS Products](#) acquisition web site for frequently asked questions (FAQs) and other links
- [Oracle and MICROS Systems](#) acquisition page