



## **OAUG Customer Support Council Applauds Oracle's Efforts to Protect Customer Investments**

May 4, 2009

The OAUG Customer Support Council applauds the announcement that Oracle has waived Extended Support fees for a number of the Oracle major product lines through 2010 and 2011. The announcement was made at the COLLABORATE 09 conference and demonstrates Oracle's commitment to protect customer investments and to provide customers with the flexibility to upgrade based on their business timelines.

The Oracle Extended Support fee waiver announcement was directly influenced by the unique and valuable relationship between the OAUG Customer Support Council, Oracle and Oracle Support.

"Oracle's ongoing collaboration with the OAUG provides us with direct customer feedback to ensure value is delivered not only with Oracle Premier Support but with all Oracle products and services," said Sherman Terry, vice president, Oracle Global Customer Advocacy. "This announcement demonstrates Oracle's continued investment to support customers by allowing even more time to plan and budget for product upgrades."

The OAUG Customer Support Council has a long-standing relationship with the Oracle Support organization. Members of the Council work directly with Oracle Support to review and test new support tools, procedures, and provide constructive feedback; all to help Oracle Support provide even more value to customers.

The two groups were able to execute this initiative in less than six months. With Oracle ERP customers facing increasing IT pressures to meet their upgrade schedules, Oracle has provided more flexibility by allowing customers to stay on current major product releases, at no additional fee.

The Oracle Applications Users Group

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The Oracle Applications Users Group (OAUG) is a global organization that enhances the capabilities of real Oracle users in their day-to-day use and management of the growing family of Oracle Applications. Formed in 1990, the OAUG is one of the software industry's most successful user groups and speaks with one voice for the family of Oracle Applications users.

Under the auspices of the OAUG Board of Directors, the Customer Support Council represents Oracle Applications customers to Oracle Applications Support by, among other initiatives, reviewing and responding to proposals and initiatives of Oracle, providing feedback as requested by Oracle, informing Oracle Applications Support of member concerns and assisting members and customers in understanding Oracle Applications Support services.