



OAUG Customer Support Council Acknowledges Oracle's Efforts to Protect Customer Investments

December 30, 2011

The OAUG Customer Support Council applauds Oracle's decision to waive the entire three years of Extended Support for Oracle E-Business Suite 11.5.10 and the first year of Extended Support fees for Oracle E-Business Suite 12.1.

These announcements demonstrate Oracle's commitment to help customers realize the highest return on their current investments while helping them transition to future product releases. See details about the announcements on the [OAUG Customer Support Council web page](#).

"Oracle is committed to helping our customers optimize the value of their current and future Oracle investments," said Sherm Terry, vice president, Global Customer Advocacy, Oracle. "Our decision to waive the entire three years of Extended Support for Oracle E-Business Suite 11.5.10 and the first year of Extended Support fees for Oracle E-Business Suite 12.1 reinforces our long-standing focus on customer success and underscores the importance of our active and ongoing collaboration with the OAUG."

Over the last several months, the OAUG Customer Support Council engaged Oracle Executives in a number of conversations to discuss the challenges customers face in meeting upgrade schedules in an environment of increasing budget and IT pressures. Oracle's decision to waive E-Business Suite Extended Support fees was directly influenced by the unique and valuable dialog among the OAUG Customer Support Council, Oracle and Oracle Support.

"The OAUG Customer Support Council exists to represent the interests of our members," said John Schmitz, OAUG Customer Support Council chairperson. "We appreciate that Oracle has listened attentively and given serious consideration to the concerns of its customers."

"Oracle's willingness to listen first and then adjust established policies to address customers' needs is significant," said Andy Farber, OAUG Customer Support Council co-chair. "The councils' open, two-way communication with Oracle fosters an environment where creative solutions can be developed."

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 and procedures and provide constructive feedback; all to help Oracle Support provide even more value to customers.



The Oracle Applications Users Group

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 OAUG Customer Support Council represents Oracle Applications customers to Oracle Support by reviewing and responding to proposals and initiatives of Oracle, providing feedback as requested by Oracle, informing Oracle Support of member concerns, and assisting members and customers in understanding Oracle Support services. Visit oaug.org for more information