



Press Release

Contact: *Claudia J. Betzner, Exec. Dir.* 619 221 9200 or cbetzner@servicenetwork.org

SIA issues a statement on new Oracle policies on Sun equipment: ISO's under attack – End-Users will be the losers

SAN DIEGO, CA, July 8, 2010 – “Oracle’s new policies appear to be an attempt to monopolize the Sun hardware maintenance business,” says Claudia J. Betzner, Executive Director and the Service Industry Association membership, an industry organization consisting of 125 independent service organizations. According to the SIA opinion, “Oracle’s strategy appears to force customers into a lose-lose arrangement. Either a customer puts its entire installed base of Sun hardware under Oracle support (no exceptions) or Oracle will cut all ties to the end-user, including refusing access to firmware updates, time and materials support and security fixes for Solaris. Oracle’s position appears to be the most onerous and draconian of any major hardware manufacturer, most of which provide unfettered access to firmware updates and operating system patches. Other hardware manufacturers routinely grant even the smallest of end-users time and materials support.”

“The impact to end-users will be dramatic, as Oracle will have ultimate control of an end-users service cost. End-users will have to make the choice of continuing with Oracle support (for all its Sun hardware) or cutting all ties to Oracle for even its most basic support needs,” according to Ms. Betzner and SIA’s interpretation of Oracle’s published policies. **“These new Oracle policies could serve to restrain end-user options and choices (including self-maintenance) when end-users look for alternatives to Oracle’s service offerings. Independent service organizations tend to offer more competitive pricing, flexibility in addressing customer’s needs and greater ease of doing business while delivering equal or better service quality. Accordingly, there could be little to no choices for the end user.”**

The Mission of SIA is to create a forum *where service partnerships are made and business transactions are completed* and to serve as a forum where every member can enhance their business and to take collective action for the betterment of the industry whenever necessary. SIA enhances the high-tech IT industry by promoting an open environment of interdependence & co-operation between manufacturers, independent servicers and users by providing value-adding solutions for customers. Members include

technology service and support organizations including manufacturers, resellers and other related entities. For information on SIA go to www.servicenetwork.org.