



## *Press Release*

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### SIA Publishes IT Hardware Maintenance Bill of Rights

**SAN DIEGO, CA., September 30, 2010** – As a result of what SIA believes to be onerous maintenance policies implemented earlier this year by Oracle on their Sun hardware business, the SIA, representing 130 companies, has followed Gartner’s lead to provide the industry a Hardware Maintenance Bill of Rights as a supplement to Gartner’s recently published Service Bill of Rights. Found in the SIA Bill of Rights: Support of transferable special purpose software licenses; Support of open competition for hardware service (break-fix); Support of reasonable access to microcode and firmware; Support of options in training, education, leasing, and finance; Support of clear recertification; and Support of secondary market and original parts.

The impact to end-users on the new policies after the Oracle/Sun merger have already been dramatic. According to Art Wittman, Director Informationweek, who conducted a survey of 381 Sun end users, “every single comment from Sun customers pertaining to service said that service on their Sun products had gotten demonstrably worse since the merger.”

“Support choices have become limited and end-users are experiencing higher costs. My way or the highway is the new message of these policies,” said Claudia Betzner, Exec. Dir. SIA.

According to Ms. Betzner, “We consider our association a champion of free and open competition for American business. We believe all IT organizations should oppose these onerous policies being pressed upon all Sun end-users. Please join our fight in keeping competitive options available for IT customers of all sizes. The SIA Bill of Rights is on the SIA website at [www.servicenetwork.org](http://www.servicenetwork.org). To sign the electronic petition, click on “Anticompetitive Actions” and add your voice to the complaint which will be filed shortly.

The Mission of SIA (Service Industry Association) 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 service industry by promoting an open environment of interdependence & co-operation between manufacturers, independent servicer organizations and end-users and provides value-adding solutions and service flexibility for customers. Members include technology service

**and support organizations including manufacturers, resellers and other related entities.  
For information on SIA go to their website at [www.servicenetwork.org](http://www.servicenetwork.org).**