



Press Release

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SIA announces Oracle's confirmation Sun equipment purchased prior to March 16, 2010 not subject to new policies

SAN DIEGO, CA. Business wire July 6, 2011 – The Service Industry Association (SIA) today responded to Oracle's general counsel, Dorian Daley's letter to the AAG, DJ Pascoe, Esq. of Michigan. Daley's letter was in response to a complaint filed by the Service Industry Association (SIA) and her letter stated that "The policy changes are, for the most part, prospective, applying to systems purchased after March 16, 2010, and not earlier."

According to SIA Executive Director, Claudia Betzner, "Our mutual clients have not been aware that they could have continued to manage the break-fix needs of Sun and StorageTek equipment using independent service providers. We have formally requested clarification of how the policy is intended to be followed and are awaiting a response."

The SIA remains committed to making sure that all buyers of electronic equipment are free to contract for their hardware break-fix needs without OEM restrictions. "Eliminating the retroactive aspects of the onerous policy does not make the new policy any less abusive. We will continue to fight the policies in total and not just the effective date," states Ms. Betzner.

End users and interested parties are able to download copies of the entire series of communications between Oracle, the Michigan AG, DOJ, EU, Canadian Commission, FDA, and the SIA on the Association website. Copies of the Oracle Letter to the Michigan AG and the SIA response are also being placed on the website under the "News" section. You may also download the SIA IT Hardware Bill of Rights petition, which you may sign.

The Mission of **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 Medical and IT industry by promoting an open environment of interdependence & co-operation between manufacturers, independent servicers and users by providing value-adding

solutions and choices for customers. For information on SIA go to their website at www.servicenetwork.org.