



1/10/2012

City Of Columbus  
Mark Freeman  
1111 E. Broad St. The Dept. of Technology  
Columbus Fairfield OH 43205

Dear Mark Freeman,

This letter is to confirm that Oracle has the unique expertise and capabilities to support Oracle program licenses. Oracle creates the proprietary program updates that may be provided as part of Oracle's technical support services. As the sole source of technical support services (including the proprietary program updates created by Oracle), Oracle offers the services to Oracle customers for purchase on an annual basis either directly from Oracle or, on limited occasion, indirectly from an Oracle authorized reseller of the services. For more detailed information about Oracle's technical support services, refer to Oracle's technical support policies located at <http://www.oracle.com/us/support/policies/index.html>.

Please contact me should you have questions.

Regards,

Paul Benoit  
Support Services Rep, Oracle Support Services  
Oracle America, Inc.

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