



1/13/2012

City of Columbus
Ken Euman
Municipal Ct Clerk 375 S High St 3rd Fl Columbus Franklin
OH 43215 United States

Dear Ken Euman,

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.

719-757-2473