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From: OSSINFO - Allison [ossinfo_us_appr@oracle.com]
Sent: Friday, May 20, 2005 10:50 PM
To: BETSY, STEELMAN
Cc: BLACKFORD JAMES
Subject: Computer Associates

Attachments: computerassociates.doc

The following is approved by OSSINFO:

- **cancellation** of active support contract - no refund (credit invoice)
- approval assumes customer has not accessed support during specified period
- standard 90 day cancellation fee to be charged
- repricing policies applied, as applicable
- standard doc to formalize support termination

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Regards,
Allison Adams
Business Planning Manager
Oracle Support Services
(phone&fax) 732-726-2429

Confidential Information

ORCL00316126

UNITED STATES DISTRICT COURT NORTHERN DISTRICT OF CALIFORNIA Case No. <u>4:07-cv-01658 PJH/EDL</u> DEFENDANT Exhibit No. <u>A-6042-1</u> Date Admitted: _____ By: _____ Nicole Heuerman, Deputy Clerk
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PeopleSoft Executive Summary

Customer Name:

Computer Associates, #3724, New York

SECTION I – Approval Requests:

1. Need approval to fully cancel support on three contracts, support period is 4/1/05 – 3/31/06. Invoices were previously issued on 2/15/05 and customer cancelled support on 3/2/05, after they committed to the annual support renewals.

SECTION II - PeopleSoft Deal Summary (Provide all relevant information)	
Product Mix (List all products included in this transaction):	Enterprise HR & Payroll (3 contracts)
License List Fees: Standard License TTR: License Discount Requested: License Net Fees:	
Support List Fees: Standard Support TTR: Support Discount Requested: Support Net Fees: Then Current:	\$517,511 (total of 3 contracts) \$354,850
Hosting List Fees: Hosting Discount: Hosting Net Fees:	
Education List Fees: Education Discount: Education Net Fees:	
Total List Price:	
Total Net Price:	
Support Options/Holds:	none
Price Holds:	
Date of Price List Used for this Transaction:	
Are you aware of any Oracle deal for this customer for the current quarter? (Y/N) If "Y", copy revrec on the request at REVREC-AMERICASIEBC_US@ORACLE.COM	N

Justification (Provide justification for individual requests and the overall deal):

On 2/9/05, customer committed (via email) to renew annual support for all three contracts. Per discussions with the AE (Brian Flynn) and the customer, Comupter Associates is converting to an all SAP shop. In the future, they would cancel all support. Invoices USA0133165, USAUSA133166, USA133167 were each issued on 2/15/05. On 3/2/05, customer notified us via phone and certified letter that they were canceling support on all products. Both the AE and SSM unsuccessfully tried to continually contact the customer to understand why they would commit to annual support on 2/9/05 and then cancel on 3/2/05. To date, we have had no response from the customer. Verified that the customer has not used support

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PeopleSoft Executive Summary

since 9/04. Need to fully cancel all three support contracts and credit out the total invoiced amount of \$517,511.00. Customer should be charged for a pro-rated 60 day period since they gave us a 30 day cancellation notice. Contract calls for a 90 day notification. Customer is fully aware of the risks associated with dropping support.

Regional Support Sales Mgr, Jamie Blackford, is in agreement that these support contracts should be retro cancelled and customer should be billed the required 90 day notification period.

SECTION III- Sales/BP Information and Phone Numbers (Mandatory):

Submitted By: Betsy Steelman, SSM Denver, 303-334-2647
Business Practices Manager:

PeopleSoft Executive Summary

SECTION IV: PeopleSoft Customer History	
Date & Type of Agreement: Existing PSFT SLSA Existing JED SLSMA Other (specify)	98-426-00 dated 6/15/98, 98-426-01 dtd 11/20/98, 98-426-06 dtd 11/16/01
Is this purchase pursuant to a valid, existing contractual price hold (Y/N):	
Date of price list for existing price hold:	
When does existing price hold expire:	
Date of Schedule/contract for existing price hold:	

SECTION V - FOR HQAPP USE ONLY

Recommendation: (leave blank for HQAPP to fill out)