

# EXHIBIT OO

## Questions about the Safe Passage Program

1) Since SAP does not have access to the source code or the right to modify how can they support events like technical upgrades due to OS or DB or middleware?

Answer TZ: SAP/TNow are highly experienced and qualified to define appropriate work-arounds to solve that kind of issues. SAP will also leverage the close relationships to its Technology Platform partners to find solutions for the technical upgrades if required.

2) Will SAP/tomorrow now offer this deal across all Psft and JDE releases? If not which ones?

Answer TZ: SAP/TNow will offer Safe Passage for all of PSFT Enterprise 7.x and 8.x releases as well as for PSFT Enterprise One XE and 8.x releases and PSFT World

3) Is the deal only available if the client has the source code?

Answer TZ: The clients always have access to the application source code

4) What happens if the client has modified the original release?

Answer TZ: For essential bug fixes and the tax and regulatory updates, SAP-TNow modifies the uncustomized code and the client is responsible for integrating their customizations just like traditional PeopleSoft maintenance.

5) Is it possible that changing hardware could cause a problem if a customer decides to move their PeopleSoft software or database that is being run under PeopleSoft to another hardware platform?

Answer TZ: If PeopleSoft supports the target platform combination, TomorrowNow will also support it. If a platform combination is desired by the client that has not been officially certified by PeopleSoft, the client should contact TomorrowNow to determine if we can certify the combination directly for the client.

6) Since the PeopleSoft license is unlimited use within the revenue or number of employees, how does SAP determine how many "professional, limited professional, developer, and employee" users an organization might have?

Answer: tbd. Thomas Baur

7) What happens if SAP cannot "solve" a production problem- will they be willing to pay Oracle for PeopleSoft maintenance to get their customer back up and

running? How much of a risk are they willing to accept if they can't solve their customer's problem?

Answer TZ: TNow has never faced an unsolvable production problem in its history. Based on their experience and qualification they could always fix any kind of mission critical issues with the customer.

8) How do you price engines that are required to run a specific customer environment – are they included in the price or an additional charge?

Answer: tbd. Thomas Baur

9) Will SAP continue to support TomorrowNow customers who do not want to move to mySAP but stay on older versions of PeopleSoft at the cost that was quoted before they were purchased?

Answer TZ: For the existing customers not willing to migrate to mySAP for the time being SAP/TNow will keep the existing low cost maintenance offer.

10) How long will they support such customers?

Answer TZ: The customers will be supported by SAP/TNow according to the individual terms of the existing contracts.

11) What changes can such customers expect now that the purpose of this support is not to be an alternative to PeopleSoft support but as a method to move customers to mySAP?

Answer TZ: They will be presented with the opportunity and the benefits to move to mySAP but not forced to migrate.

12) What type year to year increases can such customers expect if they do not have a not to exceed cost in their contract?

Answer TZ: The customers will be treated the same way as the existing R/3 customers, thus the maintenance strategy will be similar to the 5-1-2 mySAP ERP maintenance strategy.

13) If they cannot get a customer back up and running, will they be willing to pay part of the reinstatement fees that will have to be paid to Oracle/Peoplesoft?

Answer TZ: We don't want to speculate on that as it is very unlikely to happen. s. also answer to question 7)

14) One interesting component- the PeopleSoft customers who move to the SAP support will still have to pay upgrade fees to Oracle when they exceed usage

rights as stated in their contract. Is this right? In many cases, they will also have to pay support cost on the first year of increase usage fees. Here is the language from a standard license agreement:

"Notwithstanding anything herein to the contrary, Licensee will owe additional Support Services fees each year as set forth in this Schedule for the incremental license fees due pursuant to the Schedule and additional license fees, if any, and for increases in Support Services, which relate to Supportable Modules that are Third Party Software."

Answer TZ: Most PeopleSoft customers have the option of terminating maintenance fees for licensed products after the first 12 months of the license being established. However, each PeopleSoft customer should seek legal counsel to understand the details of their individual license agreements with Oracle.