

EXHIBIT F

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From: Bill Gardner [bill.gardner@oracle.com]
Sent: Thursday, July 27, 2006 5:30 AM
To: ALBERT FRANCOIS; RANSOM BUFFY; larry.willis@oracle.com; DUPUIS JEAN
Cc: HUMPHRYS JOHN MCDONALD
Subject: FW: Tr : Revised - Oracle Issues - Abitibi
Importance: High
Attachments: Oracle Issues.doc

All,

I had another call with Abitibi today and they are continuing to voice their frustration with support. It seems that things are going down hill quickly and we've got to make an extra effort to turn this around. Attached is a more recent list of cases they are struggling with or not happy with the response. They indicated today that the support is so inadequate they had to hire consultants to develop most of their customizations. I have a customer visit planned for August 9th with our VP Chris Madsen and need to take some new information.

What I need:

- A big picture evaluation of their technical environment and case history
- What makes their situation so unique? Hundreds of customers have made the move from World to OW. Why is this so different?
- Is there a loyalty representative or another group that could help triage their technical issues?
- What's our side of the story?
- What are we doing well for them? Why are things so bad? Are there issues fixable?
- Is anybody managing their day-to-day case activity? Is this possible during their upgrade?
- Do we have any other customers they could talk to that have done similar projects?

They've had some meetings with TomorrowNow putting \$1.7m at risk. I know we've had some scheduling difficulties over the last few months but I'd like to ask for your help in making this a priority. We've done a tremendous job of keeping TN out of Canada and this would be a considerable breach of our stronghold. Before the August 9th meeting I'd like to link some of our technical resources with theirs to do some information gathering. Please review this list and let me know how best to proceed. Please let me know your availability for mid-next week for a conference call.

Thank you in advance for your help.

Regards,
Bill Gardner

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-----Original Message-----

From: Jacqueline_Lussier@abitibiconsolidated.com [mailto:Jacqueline_Lussier@abitibiconsolidated.com]
Sent: Wednesday, July 26, 2006 7:49 AM
To: bill.gardner@oracle.com
Subject: Tr : Revised - Oracle Issues

Bill, this is our outstanding issue list for our current HR-Payroll implementation from World to XE. As you can see by the comments, Oracle is of little help with the issues we are having. Generally, this is the pattern we have had with Oracle for the last year. We have been on our own to resolve issues and most have been done internally or with consultants we have hired to assist us. This cost is additional to our support cost with Oracle. Again, I would like to understand what support means for Oracle, as we are seeing very little as a customer.

ORCL00370179

UNITED STATES DISTRICT COURT NORTHERN DISTRICT OF CALIFORNIA Case No. <u>4:07-cv-01658 PJH/EDL</u> DEFENDANT Exhibit No. <u>A-6110</u> Date Admitted: _____ By: _____ Nicole Heuerman, Deputy Clerk
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I have heard you may be announcing a new price structure, so we will be interested in hearing about it, when we meet in August. The focus of our meeting should be what alternatives Oracle is willing to offer ACI considering:

- We are staying on XE with no plan to move from there in the near future
- No plans to upgrade our Operating Systems
- What are our options if we need only tax and regulatory updates?
- Our Order to Cash process is completely customized and we are supporting our own code in this area with the help of a third party vendor for development.
- Can we continue to receive updates for the APS suites only without support?

Regards,

Jackie

----- Réacheminé par Jacqueline Lussier/SIF/MTL/CSC le 2006-07-26 09:01 -----

Robert Kulyk/SIF/MTL/CSC

A Jacqueline Lussier/SIF/MTL/CSC@CSC

cc

2006-07-13 15:57

Objet Revised - Oracle Issues

Thank you! Merci!

Robert Kulyk
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