



5-Oct-07

Bob Grace
City of Rochester Hills
1000 Rochester Hills Drive
ROCHESTER HILLS
MI 48309
United States

Re: Service Renewal # P-JD-M01174-000--73

Dear Bob Grace,

Please find attached a quotation for the above service renewal. The technical support services and benefits you are receiving will expire, or have expired, on 31-Dec-07. This quotation is provided pursuant to the terms and conditions of the valid license agreement that you executed when you acquired technical support from Oracle, formerly known as PeopleSoft, for the licenses referenced on the above service renewal; your service order under this quotation is subject to Oracle's acceptance.

In order to complete this service renewal and to ensure that there is no interruption to your technical support, please accept this service renewal in accordance with the attached Acceptance Details on or before 2-Dec-07. An invoice, including applicable sales tax, GST, or VAT (collectively referred to as "Tax"), will only be issued upon receipt of acceptance. If your organization is tax exempt and is not a U.S. federal government entity, a copy of your tax exemption certificate (specifying Oracle USA, Inc., as vendor) must be included with your purchase order or other form of payment.

Oracle's technical support policies govern the terms of your technical support and are subject to change in accordance with its terms. The most current technical support policies, including Oracle's Reinstatement Policy, can be found on the web at <http://www.oracle.com/support/policies.html>. Customers who allow technical support to lapse and later wish to reactivate it will be subject to Oracle's then current Reinstatement Policy. Applicable reinstatement fees may apply in addition to the annual technical support fees.

Oracle provides information and notices about technical support via e-mail. Accordingly, it is important that you provide updated e-mail information with your order to ensure that you receive all communication and notices from us.

I would like to take this opportunity to thank you for your continued business. If you require further information, please do not hesitate to contact me at your earliest convenience.

Regards,

Thomas Moody
Oracle Support Services
E-mail: tom.moody@oracle.com
Tel.: 719-757-3213
Fax: 719-757-4308



Oracle Service Renewal

Quotation Date: 5-Oct-07

Bob Grace
City of Rochester Hills
1000 Rochester Hills Drive
ROCHESTER HILLS
MI 48309
United States

Tel.: 248 841-2477
Fax:
E-mail: Graceb@rochesterhills.org

THIS QUOTATION IS VALID THROUGH 31-Dec-07.

PLEASE DO NOT CHANGE ANY OF THE INFORMATION BELOW WHEN SUBMITTING YOUR SERVICE RENEWAL. ORDERS IN WHICH THE SERVICE DETAILS HAVE BEEN CHANGED ARE NOT VALID AND YOUR ORDER WILL NOT BE PROCESSED. If a change to the information provided below is required, please contact me and an updated service renewal quote will be provided to you in accordance with Oracle's technical support policies located at <http://www.oracle.com/support/policies.html>

Service Level: Software Update License & Support	End Date: 31-Dec-08
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Product Description

Start Date

1-Jan-08

Total Amount: USD 82,288.44

Plus Applicable Tax



Acceptance Details

Oracle processes service renewal orders after receipt of a purchase order or other acceptable form of payment such as a credit card for the total fees specified on the Oracle Service Renewal.

PURCHASE ORDER, CREDIT CARD CONFIRMATION

Purchase Order

If accepting your service renewal by Purchase Order, your Purchase Order must include the following:

Service Renewal #: P-JD-M01174-000--73
Term of Service: 1-Jan-08 to 31-Dec-08
Local Tax, if applicable

The terms of your agreement with Oracle, formerly known as Peoplesoft, and this order supersede the terms of a Purchase Order.

Please e-mail or fax your Purchase Order to:

Attn: Thomas Moody
Oracle Support Services
Fax: 719-757-4308
E-mail: tom.moody@oracle.com
Customer: City of Rochester Hills
From: Bob Grace

Credit Card

If accepting your service renewal by Credit Card, please complete the sections below and fax this information to:

Attn: Thomas Moody
Oracle Support Services
Fax: 719-757-4308
E-mail: tom.moody@oracle.com
Customer: City of Rochester Hills
From: Bob Grace

Credit Card Number

Expiration Date

Authorized Signature

Print Name

Your credit card must remain valid for the entire Term of Service above. Oracle will bill your credit card in accordance with the Billing Terms below.

ORACLE

PAYMENT TERMS

Payment Terms for all fees payable to Oracle are 30 NET and will be invoiced quarterly in arrears.

ADDITIONAL ORACLE TERMS

There are no additional terms.



Customer Details

Please verify and update the following information to enable us to provide an efficient and timely service to your company. If changes are required, please e-mail or fax the updated information to:

Attention: Thomas Moody
Oracle Support Services
E-mail: tom.moody@oracle.com
Fax: 719-757-4308
Tel.: 719-757-3213

Company Name: City of Rochester Hills
Service Renewal #: P-JD-M01174-000--73

For Quotation

Contact: Bob Grace
Company: City of Rochester Hills
Address: 1000 Rochester Hills Drive
ROCHESTER HILLS
MI 48309
United States

Tel.: 248 841-2477
Fax:
E-mail: Graceb@rochesterhills.org

For Invoice

Contact: Accounts Payable
Company: City of Rochester Hills
Address: 1000 Rochester Hills Drive

ROCHESTER HILLS
MI 48309
United States

Tel.:
Fax:
E-mail: