



CHANGES IN THE NEW YEAR - for your Sun Services

You'll soon see system changes we are making to enhance your experience as a Sun customer. What's not changing is your relationship with Sun. Continue to do business with Sun the way you always have through a partner, a Sun sales representative or online through www.sun.com.

Quoting, Invoicing and Service Contracts

As Sun transitions from legacy systems to our new Enterprise Resource Planning (ERP) system, you will notice some short-term changes beginning January 8, 2008. Changes will include:

Quoting	Support services part numbers will now be referred to as service items. You will receive more than one quote document if you: <ul style="list-style-type: none">• require a co-terminous contract, pro-rated invoices or request to prepay your invoices• request a quote for Sun products and later request a quote for support services• request a quote for software and require shippable media
Invoicing	If you receive one invoice for products and services now, beginning January 8 you will receive two – one for services and one for products.
Service Contracts	If you add a new service for a product on an existing contract, you will receive a quote for the new service item which will then be added to your existing contract. If your contract renews after the implementation of Sun's new ERP system, your contract will renew using the new service items and pricing. Your contract number will remain the same.

SunSpectrum Member Support Center

Sun will merge the Online Support Center (OSC) and SunSolve websites into a single web portal, the SunSpectrum Member Support Center. The portal will enable you to:

- view install base products and contracts
- submit and track service requests
- download patches
- access information about your support services and entitlement information
- customize your home page to consolidate all Services support resources.

The SunSpectrum Member Support Center will be available in early February 2008. Learn more at: <http://wikis.sun.com/display/SSMSC>.

Dates to Remember

January 8, 2008 – Submit purchase orders for any outstanding quotes for support services or software subscriptions to avoid potential delays associated with the transition period of January 9 through January 27.

January 28, 2008 – Order and quoting processes will be transacted using Sun's new ERP system.

February 2008 – SunSpectrum Member Support Center launches.

Customer Support

If you have questions or need assistance with any of these changes, please contact us using the same support process that you rely on today for resolving questions and technical issues.