Solaris™ 10 OS FAQ
Subscription Services Business Model

1. What is the new Solaris™ 10 OS subscription services business model?
The Solaris 10 OS subscription services business model is a new and flexible way to purchase Solaris 10 OS services. It's a comprehensive set of subscription services that have differing levels of support, education, training and value-added features that are offered Worldwide, providing customers with flexibility and choice for their particular business operation.

2. What are the subscription services for the Solaris 10 OS?
There are four subscription services each optimized to allow customers to choose the best service level for their own particular IT requirements. All subscription services are for both SPARC[R] or X86 processor-based systems .

Subscription Services for Solaris 10 OS				
Content	Free	Basic	Standard	Premium
Solaris 10 OS right-to-use (RTU) license	Yes	Yes	Yes	Yes
Solaris 10 OS Security Fixes (via the Sun Update Connection's Update Manager[1])	Yes	Yes	Yes	Yes
Regular Solaris 10 OS update releases via web download	Yes	Yes	Yes	Yes
Solaris 10 OS overview web training course (unlimited)	Yes	Yes	Yes	Yes
Sun Update Connection[1] overview web training course (unlimited)	Yes	Yes	Yes	Yes
Real time access to patches/fixes via Sun Update Connection		Yes	Yes	Yes
System Edition of Sun Update Connection[1] (includes remote update portal)		Yes	Yes	Yes
90-days installation and configuration support		Yes	Yes	Yes
Skills self-assessment (single-system)		Yes	Yes	Yes
One Web course (one student per system)			Yes	Yes
Optional Training credits			Yes	Yes
5 x 12 telephone support			Yes	Yes
7 x 24 telephone support				Yes
Additional services				Yes
US$ Price[2]/per CPU[3]/per year	-	$120	$240	$360

[1] Sun Update Connection capabilities will be available mid-2005.
[2] US$ list prices per year for all 1-4 CPU systems (SPARC, x86, and AMD64)
[3] Per CPU means physical CPU or "socket". Pricing is not charged 'per core' on multi-core systems.

In addition, all the Solaris 10 subscriptions (basic, standard, and premium) will be 'upgradeable' to Sun Spectrum™ service offerings for customers who buy Sun systems and prefer a combined support package of software and hardware support.

3. Why is Sun giving the Solaris 10 OS away for free?
As software business models are evolving Sun is taking an innovative lead role in making the Solaris 10 OS freely available for commercial use – and at zero cost. Software alone does not solve business problems. The real value is in the services that are provided to help ensure business success. Sun is focused on delivering business value to customers through new flexible acquisition models like the subscription services for the Solaris 10 OS.

4. Will Sun charge a premium for use of any new technology in the Solaris 10 OS?
No. All of the Solaris 10 OS features, including breakthrough technologies such as Solaris Containers, Solaris Dynamic Tracing and Solaris ZFS file system are included as a core part of the operating system. Compared to alternative pricing models from companies such as IBM and Microsoft, Sun does not charge extra for the numerous features and capabilities it provides as part of the Solaris OS.

5. Does this mean that the Solaris 10 OS support will be more expensive than alternative offerings?
No. In fact the subscription services for the Solaris 10 OS will be less expensive than most similar alternative offerings, especially at the low end of 1-4 CPU implementations. The Solaris 10 OS pricing starts from $0 (no cost) up to $360 per CPU (US$ list price), per year for all SPARC[(R)] and X86 platforms – there is no price differential for deploying the Solaris 10 OS on SPARC[(R)] or X86 processor-based systems.

6. What is the Sun[(tm)] Update Connection (Update Manager and System Edition)?
The Sun Update Connection can allow customers to analyze and update their systems and stay up-to-date from almost anywhere, while providing easy access to software baselines and updates. The connection can enable customers to stay informed with notifications from Sun, act locally using a single-system updater (Update Manager) and deploy remotely using a Sun-hosted update portal (System Edition of the Sun Update Connection). The Sun Update Connection, capability available mid-2005, can ensure everyone from the desktop to the enterprise can always be up-to-date.

7. Sun has stated that they will "open source" the Solaris OS, so why make the Solaris 10 OS free?
Open source is typically desired by a developer community while a right to use (RTU) license is typically addressing a runtime deployment need. With the Solaris 10 OS being made more freely available and with the plans to open source Solaris OS already announced, Sun can offer customers a comprehensive range of choice to meet their own operational needs and preferences.

Sun's Solaris OS versus Red Hat Comparison				
Operating System	**Open Source**	**Free Right To Use (RTU) License**	**Subscription Services**	**Future Release Previews**
Solaris OS	**Plans Announced**	**Yes**	**Yes**	**Yes, Software Express**
Red Hat	**Fedora**	**No**	**Yes**	**No**

8. Why have so many Solaris OS options?
Basically, freedom of choice for Sun customers. Here are some possible examples:
- ISVs or system integrators may find value in an Open Source release of the Solaris OS in order to develop applications or features specific to certain vertical markets or segments.
- Customers considering a move to the Solaris 10 OS may choose to use a free Solaris 10 OS right to use (RTU) license for evaluation before deploying throughout their environment.
- Customers wanting only upgrade, updates and operating system fixes can invest in the Solaris 10 OS Basic subscription service.
- Customers needing more comprehensive support levels and access in real-time to support personnel can invest in the Solaris 10 OS Standard or Premium subscription services.
- Customers wanting to see the future of the Solaris OS for their own planning may choose to use Software Express to evaluate what will be delivered in future releases of the Solaris OS.

9. Will Sun make previous versions of the Solaris OS free?
Previous versions of the Solaris OS will continue to be made available for non-commercial use through the Solaris OS Binary License Program and the Software Express program free of charge. The free right to use (RTU) license and the new subscription services announced only apply to the Solaris 10 OS.

10. Does this announcement impact existing Solaris OS support contracts?
No, if you already have a Solaris OS support contract you will continue to receive Solaris OS support under that agreement. For example, if you have a SunSpectrum[tm] contract you can automatically receive the Solaris 10 OS and support as part of the existing contract upgrade and update support feature. Of course, at contract renewal Customers can elect to renew their SunSpectrum[tm] contract or move to the subscription services for Solaris 10 OS.

11. Why should anyone care about the free Solaris 10 OS right to use (RTU) license?
Sun wants to make it easy for customers to get a commercial Solaris OS. Once someone tries it, we believe they will be inclined to adopt for a variety of reasons:
- Cost is off the table – no charge for the Solaris 10 OS right to use (RTU) license.
- Subscription services for the Solaris 10 OS for typical deployments are up to 40% below the list price of alternative Linux offerings.
- New Solaris 10 OS features have resulted in up to 30x performance improvements for existing customer applications.

- The Solaris 10 OS outperforms Linux by up to 7x according to multiple industry standard benchmarks (see"sun.com/software/whitepapers/solaris10/fs_performance.pdf")
- Solaris 10 breakthrough technology like the Solaris Dynamic Tracing, Solaris ZFS file system, Solaris Containers and Predictive Self Healing are included at no additional cost.
- The Solaris 10 OS is a safe bet – Sun indemnifies customers for use of the Solaris OS (see "sun.com/sales/salesterms" for details).

Knowing the above, you can't afford to not try it. In fact, we challenge you to try it. We've made the Solairs 10 OS right to use (RTU) license free out of confidence that customers who try it will want to make the move to the Solaris 10 OS.

12. When will the Solaris 10 OS be available? How can I get more information?
Availability of the Solaris 10 OS and the subscription services are scheduled for release in early 2005. When released, the Solaris 10 OS will be made freely available for download from the "sun.com" web site. If you are interested in receiving further information please visit the following web sites "sun.com/software/solaris/10" and "sun.com/service/solaris10" or contact your Sun Sales representative or Sun Partner.