ORACLE INFORMATION-DRIVEN SUPPORT

Oracle Lifetime Support

Maximize your support investment, unlock the full value of your Oracle products, and control your upgrade strategy—with the industry's leading support policy.

Simple, predictable, flexible, and the most comprehensive support policy available, the Oracle Lifetime Support Policy helps drive your business success. Oracle's industry-leading support policy covers your entire technology environment, from database to middleware to applications—an industry first, only from Oracle.

Oracle's Lifetime Support Policy also puts you in control of your upgrade strategy. Our flexible support policy stages make it easier for you to plan and budget for Oracle's exclusive product upgrades. You'll enjoy continued peace of mind knowing that we'll always be there to support your business. When it's time to upgrade, you'll have rights to major product releases, so you can benefit from Oracle's technology leadership and keep pace with the world of business.

Expect lifetime support. Expect control of your technology future with Oracle's Lifetime Support Policy.

ORACLE®

Oracle Lifetime Support: From Five Years to Forever

Expect Lifetime Support

With Oracle Support, you know up front and with certainty how long your Oracle products are supported. The Lifetime Support Policy provides access to technical experts for as long as you license your Oracle products and consists of three support stages: **Premier Support**, **Extended Support**, and **Sustaining Support**. It delivers maximum value by providing you with rights to major product releases so you can take full advantage of technology and product enhancements. Your technology and your business keep moving forward together.

Premier Support provides a standard five-year support policy for Oracle Technology and Oracle Applications products. You can extend support for an additional three years with Extended Support for specific releases, or receive indefinite technical support with Sustaining Support.

Premier Support

As an Oracle customer, you can expect the best with Premier Support. You benefit from all of the advantages of Premier Support, our award-winning, next-generation support program. Premier Support provides you with maintenance and support of your Oracle Database, Oracle Fusion Middleware, and Oracle Applications for five years from their general availability date. You benefit from

- Major product and technology releases
- Technical support
- Updates, fixes, security alerts, and critical patch updates
- Tax, legal, and regulatory updates
- Upgrade scripts
- Certification with most new third-party products/versions
- Certification with most new Oracle products

Extended Support

Extended Support lets you stay competitive, with the freedom to upgrade on your timetable. Your technology future is assured with Oracle's Extended Support. If you take advantage of Extended Support, it provides you with an extra three years of support for specific Oracle releases for an additional fee. You benefit from

- Major product and technology releases
- Technical support
- Updates, fixes, security alerts, and critical patch updates
- Tax, legal, and regulatory updates
- Upgrade scripts
- Certification with most new third-party products/versions
- Certification with most new Oracle products

Extended Support may not include certification with new third-party products/versions.

Sustaining Support

Sustaining Support puts you in control of your upgrade strategy. When Premier Support expires, if you choose not to purchase Extended Support, or when Extended Support expires, Sustaining Support will be available for as long as you license your Oracle products. With Sustaining Support, you will receive technical support, including access to our online support tools, knowledge bases, and technical support experts. You benefit from

- Major product and technology releases
- Technical support
- Access to Oracle*MetaLink*/PeopleSoft Customer Connection/Siebel SupportWeb
- Fixes, updates, and critical patch updates created during the Premier Support stage
- Upgrade scripts created during the Premier Support stage

Sustaining Support does not include

- New updates, fixes, security alerts, and critical patch updates
- New tax, legal, and regulatory updates
- New upgrade scripts
- Certification with new third-party products/versions
- Certification with new Oracle products

For more specifics on Premier Support, Extended Support, and Sustaining Support, please refer to Oracle's Technical Support Policies.

Our Continued Commitment to Siebel Customers

- Oracle's Lifetime Support Policy further extends Oracle's support for Siebel applications. In fact, your support is more generous under the Oracle Lifetime Support Policy than it was under Siebel.

- For Siebel Customer Relationship Management, Siebel Incentive Compensation Management, and Siebel Business Analytics versions 7.7 and 7.8, we offer Premier Support for five years from the applications' general availability date. We also offer Extended Support for an additional three years of support: a significant extension beyond the previous Siebel support policy.

- For Siebel Customer Relationship Management and Siebel Incentive Compensation Management 7.5.3 customers, we offer Premier Support through 2008 and Extended Support through 2010.

- For Siebel Customer Relationship Management 6.x customers, we offer indefinite Sustaining Support.

Oracle Applications Unlimited: The Choice is Yours

Oracle Applications Unlimited and the Lifetime Support Policy represent our commitment to deliver a Superior Ownership Experience by protecting and extending your investment through enhancements to the products and solutions you have licensed. Oracle Applications Unlimited gives you the option to do what is best for your business. Continue to derive value from your existing applications or upgrade to next-generation Oracle Applications, such as Oracle Fusion, when it makes business sense.

The choice is yours.

Lifetime Support Policy: Coverage for Applications

PeopleSoft Enterprise Releases					
Release	**GA Date**	**Updates, Fixes, Security Alerts, & Upgrade Scripts**	**Tax, Legal, & Regulatory**	**Extended Support Ends**	**Sustaining Support Ends**
SA 7.6 ANZ	Aug 1999	Aug 2008	Aug 2008	Not Offered	Indefinite
HRMS 8.0 SP1	Dec 2000	Mar 2007	Mar 2007	Not Offered	Indefinite
FMS 8.0 Argen	Aug 2001	Aug 2007	Aug 2007	Not Offered	Indefinite
FMS 8.0 Brazil	Dec 2001	Jun 2007	Jun 2007	Not Offered	Indefinite
SA/CR 8.0	Aug 2001	Aug 2008	Aug 2008	Not Offered	Indefinite
CRM 8.1	Dec 2001	Dec 2006	Dec 2007	Not Offered	Indefinite
EPM 8.3	Dec 2001	Dec 2006	N/A*	Not Offered	Indefinite
HRMS 8.3	Nov 2001	Mar 2007	Mar 2008	Not Offered	Indefinite
FMS 8.4	Mar 2002	Mar 2007	Mar 2008	Not Offered	Indefinite
SCM 8.4	Mar 2002	Mar 2007	Mar 2008	Not Offered	Indefinite
CRM 8.4	Mar 2002	Mar 2007	Mar 2008	Not Offered	Indefinite
Portal Solutions 8.4	Mar 2002	Mar 2007	Mar 2008	Not Offered	Indefinite
ESA 8.4	Jul 2002	Jul 2007	Jul 2008	Not Offered	Indefinite
CRM 8.8	Dec 2002	Dec 2007	Dec 2008	Dec 2010	Indefinite
EPM 8.8	Dec 2002	Dec 2007	N/A*	Dec 2010	Indefinite
HRMS 8.8	Dec 2002	Dec 2007	Dec 2008	Dec 2010	Indefinite
SCM 8.8	Dec 2003	Dec 2008	Dec 2009	Dec 2011	Indefinite
FMS/ESA 8.8	Dec 2003	Dec 2008	Dec 2009	Dec 2011	Indefinite
Portal Solutions 8.8	Mar 2003	Mar 2008	Mar 2009	Mar 2011	Indefinite
ELS 8.81	Sep 2003	Sep 2008	Sep 2009	Sep 2011	Indefinite
CRM 8.9	Jun 2004	Jun 2009	Jun 2010	Jun 2012	Indefinite
HRMS/CS 8.9	Dec 2004	Dec 2009	Dec 2010	Dec 2012	Indefinite
Portal Solutions 8.9	Mar 2005	Mar 2010	Mar 2011	Mar 2013	Indefinite
FMS/ESA 8.9	Aug 2005	Aug 2010	Aug 2011	Aug 2013	Indefinite
SCM 8.9	Aug 2005	Aug 2010	Aug 2011	Aug 2013	Indefinite
EPM 8.9	Aug 2005	Aug 2010	N/A*	Aug 2013	Indefinite
HRMS/CS 8.9 ANZ	Sep 2005	Sep 2010	Sep 2011	Sep 2013	Indefinite
FMS 8.9 Brazil	Dec 2005	Dec 2010	Dec 2011	Dec 2013	Indefinite
FMS 8.9 Argen	Feb 2006	Feb 2011	Feb 2012	Feb 2014	Indefinite
ELS 9.0	Apr 2006	Apr 2011	Apr 2012	Apr 2014	Indefinite
EPM 9.0	Aug 2006	Aug 2011	N/A*	Aug 2014	Indefinite
CRM 9.0	Aug 2006	Aug 2011	Aug 2012	Aug 2014	Indefinite
FMS/ESA 9.0	Sep 2006	Sep 2011	Sep 2012	Sep 2014	Indefinite
Portal Solutions 9.0	Oct 2006	Oct 2011	Oct 2012	Oct 2014	Indefiniite

PeopleSoft Enterprise Releases (Continued)					
Release	GA Date	Updates, Fixes, Security Alerts, & Upgrade Scripts	Tax, Legal, & Regulatory	Extended Support Ends	Sustaining Support Ends
SCM 9.0	Sep 2006	Sep 2011	Sep 2012	Sep 2014	Indefinite
HRMS 9.0	Dec 2006	Dec 2011	Dec 2012	Dec 2014	Indefinite
Fusion Campus Solutions Intelligence for PeopleSoft Enterprise	Feb 2007	Aug 2011	N/A*	Aug 2014	Indefinite
Fusion Financials Intelligence for PeopleSoft Enterprise	Feb 2007	Aug 2011	N/A*	Aug 2014	Indefinite
Fusion Human Resources Intelligence for PeopleSoft Enterprise	Feb 2007	Aug 2011	N/A*	Aug 2014	Indefinite
Fusion Public Sector Intelligence for PeopleSoft Enterprise	Feb 2007	Aug 2011	N/A*	Aug 2014	Indefinite
Fusion Supply Chain Intelligence for PeopleSoft Enterprise	Feb 2007	Aug 2011	N/A*	Aug 2014	Indefinite
Fusion Intelligence for JD Edwards EnterpriseOne	Feb 2007	Aug 2011	N/A*	Aug 2014	Indefinite

SA 7.6 ANZ, HRMS 8.0 SP1, FMS 8.0 Brazil, FMS 8.0 Argentina, SA/CR 8.0, and HRMS 8.3 reflect extensions to their Premier Support periods. Enterprise releases 8.8, 8.9, and 9.0 will each have a direct path to the Fusion applications. Fusion Intelligence products follow the same support time frame as the EPM 9.0 application. Oracle's PeopleTools program, which was purchased in conjunction with an application program release, will be supported for as long as such application program release is supported. For PeopleTools, as in the past, you will need to continue to apply minor upgrades to stay current and under PremierSupport. *Tax, legal and regulatory updates not applicable for EPM releases.

JD Edwards EnterpriseOne Releases					
Release	GA Date	Updates, Fixes, Security Alerts, & Upgrade Scripts	Tax, Legal, & Regulatory	Extended Support Ends	Sustaining Support Ends
Xe	Sep 2000	Dec 2013	Dec 2013	Not Offered	Indefinite
8	Jun 2002	Dec 2013	Dec 2013	Not Offered	Indefinite
8.9	Sep 2003	Sep 2008	Sep 2009	Not Offered	Indefinite
8.10	Jun 2004	Jun 2009	Jun 2010	Not Offered	Indefinite
8.11	Dec 2004	Dec 2009	Dec 2010	Dec 2012	Indefinite
8.12	Apr 2006	Apr 2011	Apr 2012	Apr 2014	Indefinite

EnterpriseOne Xe and 8 will receive Premier Support until 2013. EnterpriseOne releases 8.11 and 8.12 will each have a direct path to Oracle Fusion Applications. The support time frames for the 8.11 release also include release 8.11SP1.

JD Edwards World Releases				
Release	GA Date	Premier Support	Extended Support Ends	Sustaining Support Ends
A7.3	N/A	Beyond 2013	N/A	Indefinite
A8.1	N/A	Beyond 2013	N/A	Indefinite
A9.1	Mar 2007	Mar 2012	Mar 2015	Indefinite

World releases A7.3, A8.1 and A9.1 will each have a direct path to Oracle Fusion Applications. Oracle will enhance and support the JD Edwards World product beyond 2013 on the IBM System i5. Premier Support will be offered for specific releases as long as IBM supports the System i5 and it is a viable platform for our customers.

Lifetime Support Policy: Coverage for Applications Continued

Oracle Transportation Management Suite (Formerly Global Logistics) Releases				
Release	**GA Date**	**Premier Support Ends**	**Extended Support Ends**	**Sustaining Support Ends**
G-Log GC³ 4.0	May 2003	Sep 2005	June 2006	Indefinite
G-Log GC³ 4.5	Jun 2004	Oct 2006	Not Offered	Indefinite
Transportation Management 5.0	Jul 2005	Jul 2007	Not Offered	Indefinite
Transportation Operational Planning 5.0	Jul 2005	Jul 2007	Not Offered	Indefinite
Freight Payment, Billing, and Claims 5.0	Jul 2005	Jul 2007	Not Offered	Indefinite
Logistics Inventory Visibility 5.0	Jul 2005	Jul 2007	Not Offered	Indefinite
Forwarding and Brokerage Operations 5.0	Jul 2005	Jul 2007	Not Offered	Indefinite
Transportation Sourcing 5.0	Jul 2005	Jul 2007	Not Offered	Indefinite
Transportation Management 5.5	May 2006	Nov 2009	Nov 2012	Indefinite
Transportation Operational Planning 5.5	May 2006	Nov 2009	Nov 2012	Indefinite
Freight Payment, Billing, and Claims 5.5	May 2006	Nov 2009	Nov 2012	Indefinite
Logistics Inventory Visibility 5.5	May 2006	Nov 2009	Nov 2012	Indefinite
Forwarding and Brokerage Operations 5.5	May 2006	Nov 2009	Nov 2012	Indefinite
Transportation Sourcing 5.5	May 2006	Nov 2009	Nov 2012	Indefinite
Transportation Collaborative Routing 5.5	May 2006	Nov 2009	Nov 2012	Indefinite

Please note that the products of the Oracle Transportation Management Suite 5.5 release will align with the support time frames of Oracle E-Business Suite release 11*i*10. Future releases will align with the support time frames of the corresponding Oracle E-Business releases.

Oracle E-Business Suite Releases				
Release	**GA Date**	**Premier Support Ends**	**Extended Support Ends**	**Sustaining Support Ends**
11.0.3	May 1999	Feb 2007	Not Offered	Jan 2009
11*i*1	May 2000	Jul 2006	Not Offered	Jul 2007
11*i*2	Oct 2000	Jul 2006	Not Offered	Jul 2007
11*i*3	Jan 2001	Jul 2006	Not Offered	Jul 2007
11*i*4	Jun 2001	Jul 2006	Not Offered	Jul 2007
11*i*5	Sep 2001	Jul 2006	Not Offered	Jul 2007
11*i*6	Jan 2002	Jul 2006	Not Offered	Jul 2007
11*i*7	May 2002	May 2007	Not Offered	Indefinite
11*i*8	Nov 2002	Nov 2007	Not Offered	Indefinite
11*i*9	Jun 2003	Jun 2008	Not Offered	Indefinite
11*i*10	Nov 2004	Nov 2009	Nov 2012	Indefinite
12	Jan 2007	Jan 2012	Jan 2015	Indefinite

Support retirement dates have already been announced for releases 11.0.3 and 11*i*1 through 11*i*6. Oracle E-Business release 11*i*10 and 12 will each have a direct path to Oracle Fusion Applications.

JD Edwards EnterpriseOne Supply Chain Planning Releases

Release	GA Date	Updates, Fixes, Security Alerts, & Upgrade Scripts	Tax, Legal, & Regulatory	Extended Support Ends	Sustaining Support Ends
Advanced Planning Agent 3.3	Dec 2001	Dec 2005	Dec 2007	Not Offered	Indefinite
Demand Consensus 2.2	Jul 2003	Jul 2007	Jul 2009	Not Offered	Indefinite
Demand Consensus 3.0	Jan 2004	Jan 2008	Jan 2010	Not Offered	Indefinite
Demand Forecasting 1.2	Jul 2003	Jul 2007	Jul 2009	Not Offered	Indefinite
Demand Forecasting 2.0	Jan 2004	Jan 2008	Jan 2010	Not Offered	Indefinite
Order Processing 3.0	Jul 2003	Jul 2007	Jul 2009	Not Offered	Indefinite
PDP Collaborative Web Client 2.1	Oct 2003	Oct 2007	Oct 2009	Not Offered	Indefinite
PDP Collaborative Web Client 2.2	Feb 2004	Feb 2008	Feb 2010	Not Offered	Indefinite
PDP Microsoft Excel Client 1.2	Sep 2002	Sep 2006	Sep 2008	Not Offered	Indefinite
PDP Microsoft Excel Client 1.3	Feb 2004	Feb 2008	Feb 2010	Not Offered	Indefinite
Production and Distribution Planning 4.0 (Windows)	Dec 2001	Feb 2006	Feb 2006	Not Offered	Indefinite
Production and Distribution Planning 4.0 (AIX)	Dec 2001	Feb 2007	Feb 2007	Not Offered	Indefinite
Production and Distribution Planning 4.0 (Sun Solaris, HP)	Dec 2001	Feb 2008	Feb 2008	Not Offered	Indefinite
Production and Distribution Planning 5.0	Jul 2003	Sep 2006	Sep 2006	Not Offered	Indefinite
Production Scheduling – Discrete 3.3	Apr 2003	Apr 2007	Apr 2009	Not Offered	Indefinite
Production Scheduling – Discrete 3.4	Oct 2003	Oct 2007	Oct 2009	Not Offered	Indefinite
Production Scheduling – Discrete 4.0	Mar 2004	Mar 2008	Mar 2010	Not Offered	Indefinite
Strategic Network Optimization 7.2	Apr 2002	Apr 2006	Apr 2008	Not Offered	Indefinite
Strategic Network Optimization 7.3	Jan 2004	Jan 2008	Jan 2010	Not Offered	Indefinite
Strategic Network Optimization 8.0	Mar 2004	Mar 2009	Mar 2010	Not Offered	Indefinite
Supply Chain Management Integration 4.1	Jan 2003	Jan 2007	Jan 2009	Not Offered	Indefinite
Supply Chain Management Integration 5.0	Dec 2003	Dec 2008	Dec 2009	Not Offered	Indefinite
Supply Chain Management Integration 5.1	May 2004	May 2009	May 2010	Not Offered	Indefinite
APS 2.0	Jul 2002	Jul 2006	Jul 2008	Not Offered	Indefinite
APS 8.10	Jun 2004	Jun 2009	Jun 2010	Not Offered	Indefinite
APS 8.11	Dec 2004	Dec 2009	Dec 2010	Not Offered	Indefinite
APS 8.11 (Enterprise)	Feb 2006	Dec 2009	Dec 2010	Dec 2012	Indefinite

Production and Distribution Planning 4.0 for AIX, Sun Solaris, and HP reflect extensions to the Premier Support period. Lifetime Support for the Supply Chain Planning products will begin with release 8.10; earlier releases will follow the former PeopleSoft support policy. Support for releases 8.11.1 and 8.11.2 will follow the support time frame for release 8.11.

■ Support does not follow the Lifetime Support Policy

■ Release will have a direct upgrade path to the Oracle Fusion Applications

Unless otherwise noted, each stage of support is provided through the last day of the month noted on these charts.

For further information regarding specific releases, please refer to Oracle*MetaLink*, PeopleSoft Customer Connection, or Siebel SupportWeb.

Lifetime Support Policy: Coverage for Applications Continued

Oracle Telephony@Work Releases				
Release	**GA Date**	**Premier Support Ends**	**Extended Support Ends**	**Sustaining Support Ends**
CallCenter@nywhere Service Provider Edition 6	Mar 2002	Mar 2007	Not Offered	Indefinite
CallCenter@nywhere Enterprise Edition 6	Mar 2002	Mar 2007	Not Offered	Indefinite
CallCenter@nywhere Service Provider Edition 7.1x	Dec 2003	Jun 2008	Not Offered	Indefinite
CallCenter@nywhere Enterprise Edition 7.1x	Dec 2003	Jun 2008	Not Offered	Indefinite
CallCenter@nywhere Outsourcer Edition 7.2	Sep 2005	Jun 2007	Not Offered	Indefinite
CallCenter@nywhere Enterprise Edition 7.2	Sep 2005	Jun 2007	Not Offered	Indefinite

Earlier releases of the CallCenter@nywhere product will be covered under indefinite Sustaining Support. Service packs will be supported for 3 months after the release of a new service pack.

Oracle Demantra Releases				
Release	**GA Date**	**Premier Support Ends**	**Extended Support Ends**	**Sustaining Support Ends**
Demantra Suite 5.3.x	Dec 2002	Dec 2008	Not Offered	Indefinite
Demantra Spectrum 6.1.x	Aug 2003	Dec 2008	Not Offered	Indefinite
Demantra Specturm 6.2.x	May 2004	May 2009	Not Offered	Indefinite
Demantra Spectrum 7.0.x	Sep 2005	Sep 2010	Not Offered	Indefinite
Demantra Spectrum 7.1.x	May 2006	May 2011	Not Offered	Indefinite

Earlier releases of the Demantra Suite product will be covered under indefinite Sustaining Support.

Oracle Communications Billing and Revenue Management (Formerly Portal) Releases				
Release	**GA Date**	**Premier Support Ends**	**Extended Support Ends**	**Sustaining Support Ends**
6.2 SP1-6	Dec 2001	Jun 2003	Jul 2007	Indefinite
6.5 SP1	Apr 2003	Apr 2004	Dec 2007	Indefinite
6.5 SP2	Jul 2003	Apr 2004	Dec 2007	Indefinite
6.5 FP3	Dec 2003	Jun 2005	Jun 2008	Indefinite
6.7 Charter Release	Feb 2004	Jun 2006	Jun 2007	Indefinite
6.7 GA Release	May 2004	Jun 2006	Jun 2008	Indefinite
7.0	Feb 2005	Jan 2008	Not Offered	Indefinite
7.2	Aug 2005	Aug 2008	Not Offered	Indefinite
7.2.1	May 2006	Aug 2008	Not Offered	Indefinite
7.3	Sep 2006	Sep 2011	Sep 2014	Indefinite

Siebel Application Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
CRM 6.x	Dec 2000	Jun 2005	Dec 2007	Indefinite
CRM 7.0.x	Nov 2001	Dec 2008	Not Offered	Not Offered
CRM 7.5.3	Jul 2003	Dec 2008	Dec 2010	Dec 2012
CRM 7.7.x	Sep 2004	Sep 2009	Sep 2012	Indefinite
CRM 7.8.x	May 2005	May 2010	May 2013	Indefinite
CRM 8.0.x	Jan 2007	Jan 2012	Jan 2015	Indefinite
Business Analytics Real Time Decisions 2.1.x	Oct 2005	Oct 2010	Oct 2013	Indefinite
Business Analytics 7.0 Platform	Dec 2001	Dec 2008	Not Offered	Not Offered
Business Analytics 7.0.x Applications	Dec 2001	Dec 2008	Not Offered	Not Offered
Business Analytics 7.5.x Platform	Aug 2002	Dec 2008	Not Offered	Not Offered
Business Analytics 7.5.x Applications	Aug 2002	Dec 2008	Not Offered	Not Offered
Business Analytics 7.7.xPlatform	Jun 2004	Sep 2009	Sep 2012	Indefinite
Business Analytics 7.7.x Applications	Jun 2004	Sep 2009	Sep 2012	Indefinite
Business Analytics 7.8.x Platform	Jun 2005	May 2010	May 2013	Indefinite
Business Analytics 7.8.x Applications	Nov 2005	May 2010	May 2013	Indefinite
Motiva 8.x	Dec 2001	Apr 2006	Not Offered	Not Offered
Motiva 9.x	May 2003	Apr 2006	Not Offered	Not Offered
Incentive Compensation 7.5.x	Jul 2003	Dec 2007	Not Offered	Not Offered
Incentive Compensation Management 7.5.x	Dec 2003	Dec 2008	Dec 2010	Not Offered
Incentive Compensation Management 7.7.x	Dec 2004	Sep 2009	Sep 2012	Indefinite
Incentive Compensation Management 7.8.x	Jan 2006	May 2010	May 2013	Indefinite
Self-Service Aggregation Manager (eaExchange) All Versions	N/A	May 2007	Not Offered	May 2012
Self-Service Syndication Manager (eaPost) All Versions	N/A	May 2007	Not Offered	May 2012
Self-Service Rate Plan Advisor All Versions	N/A	May 2007	Not Offered	May 2012
Self-Service ePayment Manager (eaPay) pre-4.3.x	N/A	Mar 2009	Mar 2012	Not Offered
Self-Service ePayment Manager (eaPay) 4.3.x	May 2004	Mar 2010	Mar 2013	Indefinite
Self-Service eStatement Manager (eaDirect) pre-4.3.x	N/A	Mar 2009	Mar 2012	Not Offered
Self-Service eStatement Manager (eaDirect) 4.3.x	May 2004	Mar 2010	Mar 2013	Indefinite
Self-Service Communications Billing Analytics pre-5.1.x	N/A	Mar 2009	Mar 2012	Not Offered
Self-Service Communications Billing Analytics 5.1.x	Dec 2005	Mar 2011	Mar 2014	Indefinite
Self-Service Communications Service Manager 5.x	Mar 2006	Mar 2009	Mar 2012	Not Offered
Self-Service eBilling Manager/Communications Billing Manager pre-5.1.x	N/A	Mar 2009	Mar 2012	Not Offered
Self-Service eBilling Manager/Communications Billing Manager 5.1.x	Mar 2006	Mar 2011	Mar 2014	Indefinite

Lifetime Support Policy: Coverage for Applications Continued

Siebel Application Releases (Continued)				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Brightware 6.x	N/A*	Not Offered	Not Offered	Indefinite
Brightware 8.0	N/A*	Not Offered	Not Offered	Indefinite
Brightware 8.1	N/A*	Not Offered	Not Offered	Indefinite
Brightware 8.1.1	N/A*	Not Offered	Not Offered	Indefinite
Brightware 8.1.2	N/A*	Not Offered	Not Offered	Indefinite
Brightware 8.1.3	N/A*	Not Offered	Not Offered	Indefinite
Brightware 8.1.4	Mar 2005	Mar 2008	Dec 2010	Jan 2013
Brightware 8.1.6	Jan 2007	Jan 2012	Jan 2015	Indefinite
Retail Finance 3.0.3	Jul 2001	Jul 2006	Jul 2009	Indefinite
Retail Finance 3.5.1	Mar 2002	Mar 2007	Mar 2010	Indefinite
Retail Finance 4.2.5	Aug 2003	Aug 2008	Aug 2011	Indefinite
Retail Finance 6.1	Jun 2004	Jun 2009	Jun 2012	Indefinite
Retail Finance 2004.3	Aug 2004	Aug 2009	Aug 2012	Indefinite
Retail Finance 2004.5	Oct 2004	Oct 2009	Oct 2012	Indefinite
Retail Finance 2004.5.2	Nov 2004	Nov 2009	Nov 2012	Indefinite
Retail Finance 2004.5.3	Dec 2004	Dec 2009	Dec 2012	Indefinite
Retail Finance 2004.5.4	Jan 2005	Jan 2010	Jan 2013	Indefinite
Retail Finance 2005	May 2005	May 2010	May 2013	Indefinite

The General Availability date for some Self-Service and Brightware applications are not available. Customers running Brightware versions prior to 8.1.4 should upgrade to the latest release.

Oracle Activity Based Management Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
11i	Dec 2000	Jun 2006	Not Offered	Indefinite

Oracle Utilities (Formerly SPL WorldGroup) Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Customer Care and Billing 1.4.x	Jul 2002	Jul 2007	Not Offered	Indefinite
Customer Care and Billing 1.5.10	Apr 2004	Jun 2008	Not Offered	Indefinite
Customer Care and Billing 1.5.15	Mar 2005	Jun 2009	Not Offered	Indefinite
Customer Care and Billing 1.5.20	Apr 2006	Jun 2010	Not Offered	Indefinite
Customer Care and Billing 2.0.x	Sep 2006	Sep 2011	Not Offered	Indefinite
Business Intelligence 2.0.x	Dec 2006	Dec 2011	Not Offered	Indefinite
Network Management Systems 1.6.1.x	Sep 2002	Mar 2008	Not Offered	Indefinite
Network Management Systems 1.6.5.x	Jul 2003	Mar 2010	Not Offered	Indefinite
Network Management Systems 1.7.x	Aug 2006	Aug 2011	Not Offered	Indefinite
Mobile Workforce Management 1.2.x	Dec 1997	Dec 2008	Not Offered	Indefinite
Mobile Workforce Management 1.3.x	Nov 2003	Dec 2009	Not Offered	Indefinite
Mobile Workforce Management 1.4.2.4	Jan 2006	Jun 2008	Not Offered	Indefinite
Mobile Workforce Management 1.4.2.5	Sep 2006	Sep 2009	Not Offered	Indefinite
Mobile Workforce Management 1.4.5	Mar 2007	Jan 2011	Not Offered	Indefinite
Work and Asset Management 1.6.x	May 2003	May 2008	Not Offered	Indefinite
Work and Asset Management 1.7.x	Oct 2005	Oct 2010	Not Offered	Indefinite
Enterprise Realtime Scheduling Planner 6.1.x	Sep 2004	Jun 2009	Not Offered	Indefinite
Enterprise Realtime Scheduling Planner 8.2.x	Nov 2004	Jun 2010	Not Offered	Indefinite
Enterprise Realtime Scheduling Planner 8.3.x	Jan 2005	Jun 2009	Not Offered	Indefinite
Enterprise Realtime Scheduling Planner 9.1.x	Jun 2005	Jun 2011	Not Offered	Indefinite
Enterprise Realtime Scheduling Planner 9.2.x	Mar 2006	Jun 2010	Not Offered	Indefinite
Enterprise Realtime Scheduling Resource Manager 2.3.x	Feb 2006	Jul 2011	Not Offered	Indefinite
Enterprise Realtime Scheduling Resource Manager 3.0.x	Feb 2006	Jul 2011	Not Offered	Indefinite
Enterprise Realtime Scheduling Resource Manager 3.1.x	Nov 2006	Jul 2011	Not Offered	Indefinite
Enterprise Realtime Scheduling Resource Manager 4.0.x	Feb 2007	Jul 2012	Not Offered	Indefinite
Enterprise Realtime Scheduling Map Editor 1.0.x	Apr 2004	Jul 2009	Not Offered	Indefinite
Enterprise Realtime Scheduling Map Editor 1.1.x	Feb 2007	Jul 2012	Not Offered	Indefinite
Enterprise Realtime Scheduling Geo Code Server 3.1.x	Jul 2005	Jul 2010	Not Offered	Indefinite
Enterprise Realtime Scheduling Geo Code Server 3.2.x	Feb 2007	Jul 2012	Not Offered	Indefinite
Enterprise Realtime Scheduling 1.10.0.x	Jul 2006	Jul 2011	Not Offered	Indefinite
Enterprise Realtime Scheduling 1.10.1.x	Mar 2007	Jul 2011	Not Offered	Indefinite
PeopleSoft Enterprise Revenue Management 8.8	Mar 2003	Mar 2008	Not Offered	Indefinite
PeopleSoft Enterprise Revenue Management 8.9	Jun 2004	Jun 2009	Not Offered	Indefinite
PeopleSoft Enterprise Revenue Management 8.95	Jun 2005	Jun 2010	Not Offered	Indefinite

Unless otherwise noted, support is provided for the latest maintenance update release. Previous maintenance releases will be supported for 6 months after the release date of a new maintenance update. Releases not detailed within the above chart will receive indefinite Sustaining Support.

Lifetime Support Policy: Coverage for Server Technologies

Oracle Database Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
DB 8.1	Sep 2000	Dec 2004	Dec 2006	Indefinite
DB 9.2	Jul 2002	Jul 2007	Jul 2010	Indefinite
DB 10.1	Jan 2004	Jan 2009	Jan 2012	Indefinite
DB 10.2	Jul 2005	Jul 2010	Jul 2013	Indefinite

Extended Support is only offered against the terminal patchset for a release.

Oracle Fusion Middleware Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
9*i*AS R2 9.0.2	Apr 2002	Jul 2005	Not Offered	Jul 2008
9*i*AS R2 9.0.3	Oct 2002	Jul 2005	Not Offered	Jul 2008
10*g* 9.0.4	Dec 2003	Dec 2006	Dec 2008	Dec 2009
10*g*R2	Jan-Oct 2005	Dec 2008	Dec 2010	Indefinite
10*g*R3	Jan-Oct 2006	Dec 2009	Dec 2011	Indefinite

Support retirement dates have already been announced for Oracle9*i* Application Server R2 9.0.2, Oracle9*i* Application Server R2 9.0.3, Oracle Application Server 10*g* 9.0.4, and Oracle Application Server 10*g*R2. Oracle Fusion Middleware releases beginning with 11*g* will adopt the Lifetime Support Policy.

Oracle Database Lite Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Olite 10.0	Jul 2004	Dec 2008	Dec 2010	Indefinite
Olite 10.2	Sep 2005	Dec 2008	Dec 2010	Indefinite
Olite 10.3	Apr 2007	Dec 2009	Dec 2011	Indefinite

Oracle Lite releases will follow the support time frames for the most recent Fusion Middleware version for which the Oracle Lite release is certified.

Oracle TimesTen In-Memory Database Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
5.0	Nov 2003	Nov 2005	Not Offered	N/A
5.1	Oct 2004	Oct 2006	Not Offered	N/A
6.0	Sep 2005	Sep 2008	Sep 2009	Indefinite
7.0	Feb 2007	Feb 2012	Feb 2015	Indefinite

Siebel Technology Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Universal Customer Master 7.7.x	Sep 2004	Sep 2009	Sep 2012	Indefinite
Universal Customer Master 7.8.x	Mar 2005	May 2010	May 2013	Indefinite
Universal Application Network 1.0 SeeBeyond	Mar 2004	Mar 2006	Not Offered	Indefinite
Universal Application Network 2.0 SeeBeyond	Nov 2003	Jun 2006	Not Offered	Indefinite
Universal Application Network 3.0 TIBCO	May 2003	May 2006	Not Offered	Indefinite
Universal Application Network 4.0 TIBCO	Jun 2004	Jun 2006	Not Offered	Indefinite
Universal Application Network 4.0.1 TIBCO	Oct 2004	Oct 2006	Not Offered	Indefinite
Universal Application Network 4.1 TIBCO	May 2005	May 2007	Not Offered	Indefinite
Universal Application Network 4.1 TIBCO Foundation	May 2005	May 2007	Not Offered	Indefinite
Universal Application Network 4.2 TIBCO	Aug 2005	Aug 2008	Not Offered	Indefinite
Universal Application Network 1.0 webMethods	Mar 2003	Mar 2006	Not Offered	Indefinite
Universal Application Network 3.0 webMethods	Aug 2004	Aug 2006	Not Offered	Indefinite
Universal Application Network 3.0 IBM, Version 2 (3228)	Feb 2004	Feb 2006	Not Offered	Indefinite
Universal Application Network 3.0 IBM WebSphere Revision C	Jun 2005	Jun 2008	Not Offered	Indefinite
Universal Application Network 4.0 BEA	Dec 2004	Dec 2007	Not Offered	Indefinite
Universal Application Network 2.0 Microsoft	Jun 2004	Jun 2006	Not Offered	Indefinite
Universal Application Network 4.0.1 Microsoft	Mar 2005	Mar 2008	Not Offered	Indefinite
Universal Application Network 4.1 Microsoft Foundation	Mar 2005	Mar 2010	Not Offered	Indefinite
Universal Application Network Platform Independent Foundation 4.2.1	Sep 2005	Sep 2010	Not Offered	Indefinite

OctetString Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Directory Server Express 1.5.x	Apr 2004	Jul 2007	Not Offered	N/A
Directory Federator Express 1.5.x	Apr 2004	Jul 2007	Not Offered	N/A
Directory Server Express 2.0.4	Apr 2004	Jul 2007	Not Offered	N/A
Directory Federator Express 2.0.4	Apr 2004	Jul 2007	Not Offered	N/A
Directory Server Express 2.0.5	Sep 2005	Jul 2007	Not Offered	N/A
Directory Federator Express 2.0.5	Sep 2005	Jul 2007	Not Offered	N/A
Virtual Directory Engine 3.0.0	Sep 2004	Jul 2007	Not Offered	N/A
Virtual Directory Engine 3.0.1	Mar 2005	Jul 2007	Not Offered	N/A
Virtual Directory Engine 3.0.2	Mar 2005	Jul 2007	Not Offered	N/A
Oracle-Branded Releases				
Virtual Directory 3.0.3	Nov 2005	Dec 2008	Dec 2010	Indefinite

The Virtual Directory product will adopt the Lifetime Support Policy with the availability of Oracle Fusion Middleware release 11*g*.

Lifetime Support Policy: Coverage for Server Technologies Continued

Oblix Releases				
Release	**GA Date**	**Premier Support Ends**	**Extended Support Ends**	**Sustaining Support Ends**
COREid 6.1.x	Jan 2003	Dec 2007	Dec 2009	Jan 2010
COREid 6.5.x	Sep 2003	Dec 2007	Dec 2009	Jan 2010
SHAREid 2.5	May 2005	Jan 2007	Not Offered	Jan 2010
COREsv 4.0.1	Nov 2004	Jan 2007	Not Offered	Jan 2010
Oracle-Branded Releases				
COREid Access and Identity 7.0.4	Jun 2005	Dec 2008	Not Offered	Indefinite
COREid Federation 2.5	May 2005	Dec 2008	Not Offered	Indefinite
Web Services Manager 4.0.2	Jun 2005	Dec 2008	Dec 2010	Indefinite

The Oblix products will adopt the Lifetime Support Policy with the availability of Oracle Fusion Middleware release 11*g*.

Thor Technologies Xellerate Releases				
Release	**GA Date**	**Premier Support Ends**	**Extended Support Ends**	**Sustaining Support Ends**
7.2.8	Feb 2004	Dec 2005	Not Offered	Not Available
8.0.x	Sep 2004	Dec 2006	Not Offered	Not Available
8.2.x	Apr 2005	Sep 2007	Not Offered	Not Available
8.5.x	Aug 2005	TBD	Not Offered	Not Available
Oracle-Branded Releases				
Xellerate Identity Provisioning 8.5.3/8.5.4/9.0.0	Dec 2005	Dec 2008	Dec 2010	Indefinite

The Xellerate product will adopt the Lifetime Support Policy with the availability of Oracle Fusion Middleware release 11*g*. Premier Support for release 8.5.x will continue until the Xellerate Identity Provisioning 10.0 product is made generally available.

Oracle Rdb Releases and Oracle CODASYL Database Releases				
Release	**GA Date**	**Premier Support Ends**	**Extended Support Ends**	**Sustaining Support Ends**
7.0	Oct 1996	Aug 2007	Aug 2009	Indefinite
7.1	Jul 2001	Dec 2007	Dec 2010	Indefinite
7.2	Jan 2006	Jan 2011	Jan 2014	Indefinite

Oracle Data Integrator (formerly Sunopsis) Releases				
Release	**GA Date**	**Premier Support Ends**	**Extended Support Ends**	**Sustaining Support Ends**
3.2.x	Jun 2003	Dec 2006	Dec 2008	Indefinite
4.1	Jan 2006	Dec 2008	Dec 2010	Indefinite

Oracle Collaboration Suite Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
CSv9.0.3	Dec 2002	Oct 2005	Not Offered	Not Offered
CSv9.0.4	Apr 2004	Mar 2007	Not Offered	Mar 2010
CSv10.1	Aug 2005	Aug 2010	Aug 2013	Indefinite

Support retirement dates have already been announced for Oracle Collaboration Suite release 9.0.

Oracle HotSip Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
M2CE 2.2	Oct 2004	Apr 2007	Not Offered	N/A
M2CE 2.3	Mar 2005	May 2008	May 2010	N/A
M2CE 2.4	Dec 2005	May 2008	May 2010	N/A
M2CE 3.0	Feb 2006	May 2008	Not Offered	N/A
M2CE SCE 2.2	Oct 2004	Apr 2007	Not Offered	N/A
M2CE SCE 2.3	Mar 2005	May 2008	Not Offered	N/A
M2CE SCE 2.4	Dec 2005	Aug 2008	Not Offered	N/A
M2CE SCE 3.0	Feb 2006	Aug 2008	Not Offered	N/A
Active Contacts PC 4.3	Jun 2004	Jun 2007	Not Offered	N/A
Active Contacts PC 4.4	Nov 2004	Jun 2007	Not Offered	N/A
Active Contacts PC 4.5	Mar 2005	Jun 2007	Not Offered	N/A

Oracle Net4Call Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
VPBX 1.1	May 2005	Jul 2010	Jul 2012	Indefinite
AAA Converter 1.0	Jan 2005	Dec 2007	Dec 2008	Dec 2009
Blacklist 1.1	Dec 2004	Dec 2007	Dec 2008	Dec 2009
Televoting 1.1	Dec 2004	Dec 2007	Dec 2008	Dec 2009

Oracle Reliaty Backup				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
3.1.3.x	N/A	Aug 2007	Not Offered	Not Available

Customers should plan to migrate to the Oracle Secure Backup 10.1 release.

Lifetime Support Policy: Coverage for Server Technologies Continued

Oracle Berkeley DB Releases (Formerly Sleepycat)				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
3.1.14*	Jun 2000	Dec 2006	Dec 2007	Indefinite
3.1.17	Aug 2000	Dec 2006	Dec 2007	Indefinite
3.2.9	Jan 2001	Dec 2006	Dec 2007	Indefinite
3.3.11	Jul 2001	Dec 2007	Dec 2010	Indefinite
4.0.14	Dec 2001	Dec 2008	Dec 2011	Indefinite
4.1.25	Sep 2002	Dec 2008	Dec 2011	Indefinite
4.2.52	Nov 2003	Dec 2008	Dec 2011	Indefinite
4.3.29	Nov 2004	Dec 2009	Dec 2012	Indefinite
4.4.20	Nov 2005	Dec 2010	Dec 2013	Indefinite
4.5	Sep 2006	Sep 2011	Sep 2014	Indefinite
Berkeley DB XML 1.2.1	Feb 2004	Dec 2007	Dec 2010	Indefinite
Berkeley DB XML 2.09	Jan 2005	Dec 2008	Dec 2011	Indefinite
Berkeley DB XML 2.18	May 2005	Dec 2008	Dec 2011	Indefinite
Berkeley DB XML 2.2.13	Jan 2006	Jan 2009	Jan 2012	Indefinite
Berkeley DB Java Edition 1.7.1	Feb 2005	Feb 2008	Not Offered	Indefinite
Berkeley DB Java Edition 2.0.42	Jun 2005	Jun 2008	Jun 2010	Indefinite
Berkeley DB Java Edition 2.0.54	Jul 2005	Jul 2008	Jul 2010	Indefinite
Berkeley DB Java Edition 2.0.83	Sep 2005	Sep 2008	Sep 2010	Indefinite
Berkeley DB Java Edition 2.0.90	Nov 2005	Nov 2008	Nov 2010	Indefinite
Berkeley DB Java Edition 2.1.30	Jan 2006	Jan 2011	Jan 2014	Indefinite
Berkeley DB Java Edition 3.0.11	May 2008	May 2011	May 2014	Indefinite

Older releases of the Berkeley DB, Berkeley DB XML, and Berkeley DB Java Edition not listed within the charts will receive indefinite Sustaining Support.

Oracle Enterprise Manager Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
GC 10.1	Feb 2004	Feb 2009	Feb 2012	Indefinite
GC 10.2*	Oct 2005	Oct 2010	Oct 2013	Indefinite

Enterprise Manager 9.2 release was bundled within the Oracle Database 9.2 release; therefore, the support time frames for Enterprise Manager 9.2 release will follow the same support time frames as the Oracle Database 9.2 release. Please see the Oracle Database release table for details. *Please note, Oracle Enterprise Manager 10*g*R3 (10.2.0.3) is a patchset release of Grid Control 10.2 and as such falls under the support time frames for GC 10.2.

Former Stellent Releases				
Release	**GA Date**	**Premier Support Ends**	**Extended Support Ends**	**Sustaining Support Ends**
Universal Content Management, prior to 7.5	Jul 2004	Not Available	Not Offered	Indefinite
Universal Content Management 7.5 – 7.9	Mar 2005	Mar 2010	Mar 2013	Indefinite
Acorde prior to 4.0 SP3	Feb 2004	Not Available	Not Offered	Indefinite
Acorde 4.0 SP3	Feb 2004	Feb 2008	Not Offered	Indefinite
Imaging and Business Process Management 7.5	Dec 2004	Dec 2008	Not Offered	Indefinite
Imaging and Business Process Management 7.6 prior to SP2	Jun 2005	Not Available	Not Offered	Indefinite
Imaging and Business Process Management 7.6 SP2	Jun 2005	Jun 2010	Not Offered	Indefinite
Outside In Technologies (all APIs) prior to 8.1	Jul 2005	Not Available	Not Offered	Indefinite
Outside In Technologies (all APIs) 8.1	Feb 2006	Feb 2011	Feb 2014	Indefinite
Information Rights Management prior to 5.1	Apr 2006	Not Available	Not Offered	Indefinite
Information Rights Management 5.1	Jun 2006	Jun 2011	Jun 2014	Indefinite
Governance Risk Compliance Manager 7.x	Mar 2003	Not Available	Not Offered	Indefinite
Governance Risk Compliance Manager 7.7	Nov 2006	Nov 2011	Nov 2013	Indefinite

Lifetime Support Policy: Coverage for Enterprise Linux

Enterprise Linux Premier Support				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
3	Oct 2003	Oct 2008	Oct 2011	Indefinite
4	Feb 2005	Feb 2010	Feb 2013	Indefinite

The components for Enterprise Linux Premier, Extended, and Sustaining Support will follow the definitions within the Enterprise Linux Support Policies. For further details, please refer to the Enterprise Linux Support Policies.

Enterprise Linux Basic Support				
Release	GA Date	Basic Support Ends	Extended Support Ends	Sustaining Support Ends
3	Oct 2003	Oct 2006	Oct 2010	Not Offered
4	Feb 2005	Feb 2008	Feb 2012	Not Offered

The components for Enterprise Linux Basic and Extended Support will follow the definitions within the Enterprise Linux Support Policies. For further details, please refer to the Enterprise Linux Support Policies.

Enterprise Linux Network Support				
Release	GA Date	Network Support Ends	Extended Support Ends	Sustaining Support Ends
3	Oct 2003	Oct 2006	Not Offered	Not Offered
4	Feb 2005	Feb 2008	Not Offered	Not Offered

The components for Enterprise Linux Network Support will follow the definitions within the Enterprise Linux Support Policies. For further details, please refer to the Enterprise Linux Support Policies.

■ Support does not follow the Lifetime Support Policy

■ Release will have a direct upgrade path to the Oracle Fusion Applications

Unless otherwise noted, each stage of support is provided through the last day of the month noted on these charts.

For further information regarding specific releases, please refer to Oracle*MetaLink*, PeopleSoft Customer Connection, or Siebel SupportWeb.

Oracle Lifetime Support:
Our Commitment to Deliver a Superior
Ownership Experience

Now, you can have even greater peace of mind knowing that your business strategy is driving your upgrade strategy with more control, more choice, and more certainty. It all amounts to a Superior Ownership Experience—available only with the industry's most advanced support offering, Oracle's Lifetime Support.

CONTACT US

For more information on the Oracle Lifetime Support Policy, please visit **oracle.com/support**.

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