

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 Lifetime Support: From Five Years to Forever

Our Continued Commitment to PeopleSoft and JD Edwards Customers

- Oracle's Lifetime Support Policy further extends Oracle's support for PeopleSoft and JD Edwards applications. In fact, your support is more generous under the Oracle Lifetime Support Policy than it was previously.
- For currently supported PeopleSoft and JD Edwards releases, we offer Premier Support for five years from the applications' general availability date. This is an extension of an additional year beyond the former PeopleSoft policies.
- For JD Edwards EnterpriseOne Xe and 8.0 customers, we offer Premier Support through 2013.
- For PeopleSoft Enterprise 8.8, we offer Extended Support through 2011 for several products. Review the support charts for the Extended Support time frame for your individual products. Oracle will also offer a direct upgrade path from PeopleSoft Enterprise 8.8 to Oracle Fusion Applications.
- For JD Edwards World customers, we offer a direct upgrade path from JD Edwards World releases A7.3, A8.1, and A9.1 to Oracle Fusion Applications.
- Oracle will support and enhance the latest releases of JD Edwards EnterpriseOne and JD Edwards World beyond 2013 on IBM System i (previously referred to as AS/400 and iSeries). We will offer Premier Support for specific JD Edwards releases for as long as IBM supports System i.

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, 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, data fixes, 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

Your technology future is assured with Oracle's Extended Support. Extended Support lets you stay competitive, with the freedom to upgrade on your timetable. 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, data fixes, and critical patch updates
- Tax, legal, and regulatory updates
- Upgrade scripts
- Certification with most existing third-party products/versions
- Certification with most existing Oracle products

Extended Support may not include certification with some 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 receive technical support, including access to our online support tools, knowledgebases, and technical support experts. You benefit from

- Major product and technology releases
- Technical support
- Access to Oracle *MetaLink*/PeopleSoft Customer Connection/Hyperion e-Support
- 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, data fixes, 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.


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.

Lifetime Support Policy: Coverage for Applications

Oracle's PeopleSoft Enterprise Applications Releases					
Release	GA Date	Updates, Fixes, Security Alerts, and Upgrade Scripts	Tax, Legal, and 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	Apr 2005	Apr 2010	N/A*	Apr 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
SCM 9.0	Sep 2006	Sep 2011	Sep 2012	Sep 2014	Indefinite
Portal Solutions 9.0	Oct 2006	Oct 2011	Oct 2012	Oct 2014	Indefinite

 Support does not follow the Lifetime Support Policy

 Release will have a direct upgrade to Oracle Fusion Applications

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

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

Oracle's PeopleSoft Enterprise Applications Releases— Continued					
Release	GA Date	Updates, Fixes, Security Alerts, and Upgrade Scripts	Tax, Legal, and Regulatory	Extended Support Ends	Sustaining Support Ends
HRMS/CS 9.0	Dec 2006	Dec 2011	Dec 2012	Dec 2014	Indefinite
Oracle Fusion Campus Solutions Intelligence for PeopleSoft Enterprise	Feb 2007	Aug 2011	Not Available*	Aug 2014	Indefinite
Oracle Fusion Financials Intelligence for PeopleSoft Enterprise	Feb 2007	Aug 2011	Not Available*	Aug 2014	Indefinite
Oracle Fusion Human Resources Intelligence for PeopleSoft Enterprise	Feb 2007	Aug 2011	Not Available*	Aug 2014	Indefinite
Oracle Fusion Public Sector Intelligence for PeopleSoft Enterprise	Feb 2007	Aug 2011	Not Available*	Aug 2014	Indefinite
Oracle Fusion Supply Chain Intelligence for PeopleSoft Enterprise	Feb 2007	Aug 2011	Not Available*	Aug 2014	Indefinite
Oracle Fusion Intelligence for JD Edwards EnterpriseOne	Feb 2007	Aug 2011	Not Available*	Aug 2014	Indefinite

PeopleSoft Enterprise SA 7.6 ANZ, PeopleSoft Enterprise HRMS 8.0 SP1, PeopleSoft Enterprise FMS 8.0 Brazil, PeopleSoft Enterprise FMS 8.0 Argentina, PeopleSoft Enterprise SA/CR 8.0, and PeopleSoft Enterprise HRMS 8.3 reflect extensions to their Premier Support periods. PeopleSoft Enterprise releases 8.8, 8.9, and 9.0 will each have a direct path to Oracle Fusion Applications. Oracle Fusion Intelligence products follow the same support time frame as the PeopleSoft 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 Premier Support. Patches and platform certifications for a PeopleTools minor release will only be created from when that release is generally available until 12 months after the next minor release is generally available.

*Tax, legal, and regulatory updates not applicable for EPM 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
11/1	May 2000	Jul 2006	Not Offered	Indefinite
11/2	Oct 2000	Jul 2006	Not Offered	Indefinite
11/3	Jan 2001	Jul 2006	Not Offered	Indefinite
11/4	Jun 2001	Jul 2006	Not Offered	Indefinite
11/5	Sep 2001	Jul 2006	Not Offered	Indefinite
11/6	Jan 2002	Jul 2006	Not Offered	Indefinite
11/7	May 2002	May 2007	Not Offered	Indefinite
11/8	Nov 2002	Nov 2007	Not Offered	Indefinite
11/9	Jun 2003	Jun 2008	Not Offered	Indefinite
11/10	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 11/1 through 11/6. Oracle E-Business Suite releases 11/10 and 12 will each have a direct path to the Oracle Fusion Applications.

Oracle's JD Edwards EnterpriseOne Releases					
Release	GA Date	Updates, Fixes, Security Alerts, and Upgrade Scripts	Tax, Legal, and 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

JD Edwards EnterpriseOne Xe and 8 will receive Premier Support until 2013. JD Edwards 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. Each JD Edwards EnterpriseOne Tools release expires no sooner than three months after a new JD Edwards EnterpriseOne Tools release becomes generally available. The last patch release date for an expired JD Edwards EnterpriseOne Tools release is noted in the Retirement Roadmap posted on Customer Connection. Customers may be required to update their JD Edwards EnterpriseOne Tools release to maintain support throughout the Applications support lifecycle. A chart indicating compatibility between JD Edwards EnterpriseOne Applications releases and JD Edwards EnterpriseOne Tools releases is maintained on Customer Connection.

Oracle's JD Edwards World Releases				
Release	GA Date	Premier Support	Extended Support Ends	Sustaining Support Ends
A7.3	N/A	Dec 2013	Not Available	Indefinite
A8.1	N/A	Dec 2013	Not Available	Indefinite
A9.1	Apr 2007	Apr 2012	Apr 2015	Indefinite

JD Edwards World releases A7.3, A8.1, and A9.1 will each have a direct path to Oracle Fusion Applications. Oracle will enhance and support JD Edwards World products on IBM System i.

Oracle Communications Billing and Revenue Management (Formerly Portal) Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
6.2 SP1-3, 5-6	Dec 2001	Jun 2003	Jul 2007	Indefinite
6.2 SP4	Dec 2001	Jun 2003	Oct 2008	Indefinite
6.5 SP1	Apr 2003	Apr 2004	Dec 2007	Indefinite
6.5 SP2	Jul 2003	Apr 2004	May 2010	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	Feb 2011	Indefinite
7.0	Feb 2005	Jun 2009	May 2011	Indefinite
7.2	Aug 2005	Feb 2010	Not Offered	Indefinite
7.2.1	May 2006	Feb 2010	Not Offered	Indefinite
7.3	Sep 2006	Sep 2011	Sep 2014	Indefinite

Oracle Communications (Formerly MetaSolv) Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
MetaSolv Solution 5.2.19	Jul 2006	Jan 2010	Not Offered	Indefinite
MetaSolv Solution 6.0.2	Jun 2004	Sep 2007	Not Offered	Indefinite
MetaSolv Solution 6.0.5	Jun 2005	Dec 2007	Not Offered	Indefinite
MetaSolv Solution 6.0.6	Sep 2005	Sep 2007	Not Offered	Indefinite
MetaSolv Solution 6.0.7	Dec 2005	Sep 2007	Not Offered	Indefinite
MetaSolv Solution 6.0.8	Apr 2006	Sep 2007	Not Offered	Indefinite
MetaSolv Solution 6.0.10	Jun 2006	Dec 2007	Not Offered	Indefinite
MetaSolv Solution 6.0.11	Sep 2006	Jun 2008	Not Offered	Indefinite
MetaSolv Solution 6.0.12	Dec 2006	Jun 2008	Not Offered	Indefinite
MetaSolv Solution 6.0.13	Mar 2007	Jun 2008	Not Offered	Indefinite
MetaSolv Solution 6.0.14	Jul 2007	Current -1	Not Offered	Indefinite
MetaSolv Solution 6.0.15	Dec 2007	Current -1	Not Offered	Indefinite
MetaSolv Solution ASR 33.1*	Sep 2006	Sep 2007	Not Offered	Indefinite
MetaSolv Solution ASR 34.0*	Dec 2006	Current-1	Not Offered	Indefinite
MetaSolv Solution ASR 35.0*	Jul 2007	Current-1 (Flash Cut)	Current-1 (Flash Cut)	Indefinite
MetaSolv Solution ASR 36.0*	Dec 2007	Current-1 (Flash Cut)	Current-1 (Flash Cut)	Indefinite
MetaSolv Solution LSR 6.11*	Jan 2006	May 2009	Not Offered	Indefinite
MetaSolv Solution LSR 9.2*	Feb 2006	Dec 2007	Not Offered	Indefinite
MetaSolv Solution LSR 9.3*	Dec 2006	May 2009	Not Offered	Indefinite
MetaSolv Solution LSR 10.0*	Jul 2007	Dec 2010	Dec 2010	Indefinite
Subscriber and Service Management 3.1.0	Dec 2006	Jun 2007	Not Offered	Indefinite
Subscriber and Service Management 3.1.4	May 2007	Current-1	Not Offered	Indefinite
Subscriber and Service Management 3.1.6	Sep 2007	Current-1	Current-1	Indefinite
Subscriber and Service Management 3.1.7	Dec 2007	Current-1	Current-1	Indefinite
ASAP 4.1	Jan 2000	Jun 2007	Not Offered	Indefinite
ASAP 4.2	Jan 2001	Jun 2007	Not Offered	Indefinite
ASAP 4.3	Jun 2001	Jun 2007	Not Offered	Indefinite
ASAP 4.4	Jun 2001	Jun 2007	Not Offered	Indefinite
ASAP 4.5	Jun 2002	Sep 2007	Not Offered	Indefinite
ASAP 4.6	Jun 2003	Dec 2008	Not Offered	Indefinite
ASAP 4.7	Jun 2004	Jun 2009	Jun 2010	Indefinite
ASAP 5.0	Jan 2006	Jan 2010	Not Offered	Indefinite
ASAP 5.2	Nov 2006	Nov 2011	Nov 2012	Indefinite
IPSA 4.0	Mar 2004	Mar 2008	Not Offered	Indefinite
IPSA 4.1	Jul 2004	Jul 2008	Not Offered	Indefinite
IPSA 4.2	Dec 2005	Dec 2009	Not Offered	Indefinite
IPSA 5.0	Mar 2006	Mar 2010	Not Offered	Indefinite
IPSA 5.1	Dec 2006	Dec 2010	Not Offered	Indefinite
Policy Services 4.2	Dec 2001	Dec 2007	Not Offered	Indefinite
Policy Services 5.2	Dec 2002	Dec 2008	Not Offered	Indefinite
Policy Services 5.4	Oct 2004	Oct 2009	Not Offered	Indefinite
Policy Services 5.5	Mar 2006	Mar 2011	Not Offered	Indefinite

Oracle Communications (Formerly MetaSolv) Releases – Continued				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
RADIUS Server 3.0	Aug 2002	Jun 2007	Not Offered	Indefinite
RADIUS Server 4.0	Oct 2002	Jun 2007	Not Offered	Indefinite
RADIUS Server 4.5	Mar 2003	Jun 2007	Not Offered	Indefinite
RADIUS Server 4.6	Nov 2003	Jun 2007	Not Offered	Indefinite
RADIUS Server 4.7	Apr 2005	Jun 2007	Not Offered	Indefinite
RADIUS Server 5.0	Jun 2005	Aug 2007	Not Offered	Indefinite
RADIUS Server 5.3	Apr 2006	May 2008	Not Offered	Indefinite
RADIUS Server 5.4	Jul 2006	Sep 2008	Not Offered	Indefinite
Objectel 2.7	Jul 2003	Dec 2008	Not Offered	Indefinite
Objectel 2.8	Aug 2005	Jun 2007	Not Offered	Indefinite
Objectel 2.9	Nov 2006	Dec 2009	Not Offered	Indefinite
Objectel 2.10	Feb 2007	Dec 2009	Not Offered	Indefinite
OMS 2.5	Dec 2002	Jun 2007	Not Offered	Indefinite
OMS 2.6	Dec 2003	Dec 2008	Not Offered	Indefinite
OMS 2.8	Sep 2005	Sep 2010	Not Offered	Indefinite
Provisioning 5.0	Dec 2005	Dec 2008	Not Offered	Indefinite
Provisioning 6.1	Dec 2006	Jun 2007	Not Offered	Indefinite
Provisioning 6.2	Feb 2007	Feb 2010	Not Offered	Indefinite
Network Discovery 5.1	Nov 2006	Dec 2010	Not Offered	Indefinite
Configuration Management 1.1.1	May 2007	May 2011	Not Offered	Indefinite
Network Mediation 4.0.1	Jul 2003	Sep 2008	Not Offered	Indefinite
Network Mediation 5.0.1	Jul 2006	Jul 2009	Not Offered	Indefinite
Network Mediation 5.1.1	Dec 2006	Dec 2011	Not Offered	Indefinite
ASAP Module – Service Creation Environment 2.6	Oct 2006	Nov 2011	Nov 2012	Indefinite

Oracle Communications MetaSolv Solution service packs will be supported for customers as Current-2. Oracle Communications MetaSolv Solution ASR will be supported for customers as Current-1. Oracle Communications MetaSolv Solution LSR will be supported for customers based on industry uptake. Oracle Communications Subscriber and Service Management will be supported as Current-1 following the release after 3.1.4. Earlier releases not defined above will receive indefinite Sustaining Support.

*ASR—Lifetime Support does not apply. These are regulatory releases and only valid until ASOGs flash cut, which occurs semiannually.

*LSR—Lifetime Support is driven by the LSOG governing body and the acceptance of service providers in the level of order they will accept.

Oracle Communications Service Fulfillment (formerly Netsure)				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle Communications Network Intelligence 3.x	Apr 2007	Oct 2011	Not Offered	Indefinite
Oracle Communications Network Integrity 2.x	Jun 2007	May 2009	Not Offered	Indefinite
Oracle Communications Network Integrity 3.x	Jun 2007	Oct 2011	Not Offered	Indefinite
Oracle Communications Network Capman 2.x	Jun 2004	May 2009	Not Offered	Indefinite

Oracle's 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 spectrum 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
Demantra spectrum 7.2.x	Nov 2007	Nov 2012	Not Offered	Indefinite

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

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

JD Edwards EnterpriseOne Production and Distribution Planning 4.0 for AIX, Sun Solaris, and HP reflect extensions to the Premier Support period. Lifetime Support for JD Edwards EnterpriseOne 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.

Oracle's Siebel Applications 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 Platform 7.0.x	Dec 2001	Dec 2008	Not Offered	Not Offered
Business Analytics Applications 7.0.x	Dec 2001	Dec 2008	Not Offered	Not Offered
Business Analytics Platform 7.5.x	Aug 2002	Dec 2008	Not Offered	Not Offered
Business Analytics Applications 7.5.x	Aug 2002	Dec 2008	Not Offered	Not Offered
Business Analytics Platform 7.7.x	Jun 2004	Sep 2009	Sep 2012	Indefinite
Business Analytics Applications 7.7.x	Jun 2004	Sep 2009	Sep 2012	Indefinite
Business Analytics Platform 7.8.x	Jun 2005	May 2010	May 2013	Indefinite
Business Analytics Applications 7.8.x	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
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

Oracle's Siebel Applications Releases – Continued				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
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 dates for some Siebel Self-Service and Siebel Brightware applications are not available. Customers running Brightware versions older than 8.1.4 should upgrade to the latest release.

Oracle Transportation Management Suite (Formerly Global Logistics) Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
G-Log GC ³ 4.0	May 2003	Sep 2005	Jun 2006	Indefinite
G-Log GC ³ 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 in the Oracle Transportation Management Suite 5.5 are aligned with the support time frames of Oracle E-Business Suite release 11i/10. Future releases will align with the support time frames of the corresponding Oracle E-Business Suite releases.

Oracle's Hyperion Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Pre-System 9 Products				
Analyzer 7.2.1	Apr 2005	Sep 2008	Not Offered	Indefinite
Analyzer 7.2.5	Mar 2006	Sep 2008	Not Offered	Indefinite
Application Link 7	Jun 2004	Sep 2008	Not Offered	Jun 2010
Hub 7.2.5	Mar 2006	Sep 2008	Not Offered	Indefinite
Remote Authentication Module 7.2.5	Mar 2006	Sep 2008	Not Offered	Indefinite
Application Builder (J2EE and .NET) 7.2	Jan 2005	Sep 2008	Not Offered	Indefinite
Business Modeling 4.0.5	Jun 2006	Sep 2008	Not Offered	Indefinite
Business Rules 4.0.2	Dec 2005	Sep 2008	Not Offered	Indefinite
Central 7	Jul 2004	Not Offered	Not Offered	Indefinite
Essbase (includes EAS, EIS, EDS, and ESS) 7.1.6	Aug 2006	Sep 2008	Not Offered	Indefinite
Financial Management 4.0.2	Dec 2005	Sep 2008	Not Offered	Indefinite
Financial Management 4.0.5	Mar 2006	Sep 2008	Not Offered	Indefinite
Intelligence 8.5.0	Feb 2006	Sep 2008	Not Offered	Indefinite
Metrics Builder 7.3	Jan 2005	Sep 2008	Not Offered	Indefinite
Objects 7.0.2	Oct 2004	Sep 2008	Not Offered	Indefinite
Planning Standard Edition 4.0.2	Dec 2005	Sep 2008	Not Offered	Indefinite
Planning Standard Edition 4.0.5	Mar 2006	Sep 2008	Not Offered	Indefinite
Planning 4.0.2	Dec 2005	Sep 2008	Not Offered	Indefinite
Planning 4.0.5	Mar 2006	Sep 2008	Not Offered	Indefinite
Performance Scorecard 4.0.1	Apr 2005	Sep 2008	Not Offered	Indefinite
Performance Scorecard 4.0.5	Mar 2006	Sep 2008	Not Offered	Indefinite
Reports 7.2.5	Mar 2006	Sep 2008	Not Offered	Indefinite
Reports 7.2.1	Apr 2005	Sep 2008	Not Offered	Indefinite
SQR 8.5.0	Feb 2006	Sep 2008	Not Offered	Indefinite
System 9 Products				
Shared Services 9.0.x	Sep 2005	Not Offered	Not Offered	Indefinite
Smart View 9.0.x	Sep 2005	Not Offered	Not Offered	Indefinite
License Server 9.0.x	Sep 2005	Not Offered	Not Offered	Indefinite
Application Link 9.0.x	Sep 2005	Not Offered	Not Offered	Jun 2010
BI+ 9.0.x	Sep 2005	Not Offered	Not Offered	Indefinite
BI+ Analytic Services (including AIS, AAS, High Availability Services) 9.0.x	Sep 2005	Not Offered	Not Offered	Indefinite
BI+ Application Builder (J2EE and .NET) 9.0.x	Sep 2005	Not Offered	Not Offered	Indefinite
Data Integration Management 9.0.x	Sep 2005	Not Offered	Not Offered	Indefinite
Enterprise Metrics 9.0.x	Sep 2005	Not Offered	Not Offered	Indefinite
Financial Data Quality Management 9.0.x	Sep 2005	Not Offered	Not Offered	Indefinite
Financial Management 4.1	Sep 2005	Not Offered	Not Offered	Indefinite
Master Data Management 4.1	Sep 2005	Not Offered	Not Offered	Indefinite
Performance Scorecard 9.0.x	Sep 2005	Not Offered	Not Offered	Indefinite
Capital Expense Planning 4.1	Sep 2005	Not Offered	Not Offered	Indefinite

Oracle's Hyperion Releases—Continued

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Workforce Planning 4.1	Sep 2005	Not Offered	Not Offered	Indefinite
Planning Standard Edition 4.1	Sep 2005	Not Offered	Not Offered	Indefinite
Strategic Finance 4.1	Sep 2005	Not Offered	Not Offered	Indefinite
Shared Services 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
Smart View 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
License Server 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
Application Link 9.2	Jun 2006	Jun 2009	Not Offered	Jun 2010
BI+ 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
BI+ Analytic Services (including AIS, AAS, High Availability Services) 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
BI+ Application Builder (J2EE and .NET) 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
Data Integration Management 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
Enterprise Metrics 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
Financial Data Quality Management 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
Financial Management 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
Master Data Management 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
Performance Scorecard 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
Capital Expense Planning 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
Workforce Planning 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
Planning Standard Edition 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
Strategic Finance 9.2	Jun 2006	Jun 2010	Not Offered	Indefinite
Shared Services 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
Smart View 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
License Server 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
BI+ 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
BI+ Analytic Services (including AIS, AAS, High Availability Services) 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
Data Integration Management 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
Enterprise Metrics 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
Financial Data Quality Management 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
Financial Management 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
Master Data Management 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
Performance Scorecard 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
Capital Expense Planning 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
Workforce Planning 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
Planning Standard Edition 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
Strategic Finance 9.3	Jan 2007	Jan 2012	Not Offered	Indefinite
Other Products				
Enterprise 6.3.1	Aug 2004	Sep 2008	Not Offered	Indefinite
Enterprise 6.4	Aug 2005	Aug 2010	Not Offered	Indefinite
Enterprise Reporting 6.3.1	Aug 2004	Sep 2008	Not Offered	Indefinite

Oracle's Hyperion Releases—Continued				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Enterprise Reporting 6.4	Aug 2005	Aug 2010	Not Offered	Indefinite
Enterprise Financial Data Quality Management 7.2	Nov 2006	Aug 2010	Not Offered	Indefinite
Pillar 5.7.11	Jun 2007	Sep 2008	Not Offered	Indefinite

Pre-System 9 versions not listed will receive indefinite Sustaining Support. Unless otherwise noted, support is provided for the latest maintenance update release. Previous maintenance releases will be supported for six months after the release date of a new maintenance update. Service pack updates will be supported for three months after the release of a new service pack update.

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

Earlier releases of Telephony@Work CallCenterAnywhere will be covered under indefinite Sustaining Support. Service packs will be supported for three months after the release of a new service pack.

Oracle Financial Services Applications Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle Financial Data Manager 4.5	Jul 2000	Jul 2005	Jul 2009	Indefinite
Oracle Transfer Pricing 4.5	Jul 2000	Jul 2005	Jul 2009	Indefinite
Oracle Risk Manager 4.5	Jul 2000	Jul 2005	Jul 2009	Indefinite
Oracle Performance Analyzer 4.5	Jul 2000	Jul 2005	Jul 2009	Indefinite
Oracle Budgeting and Planning 4.5	Jul 2000	Jul 2005	Jul 2009	Indefinite
Oracle Transfer Pricing Online 4.5	Jul 2000	Jul 2005	Not Offered	Indefinite

Oracle Financial Analyzer Release				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
6.4	Jun 2002	Dec 2009	Not Offered	Dec 2010

Oracle Sales Analyzer Release				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
6.4	Jun 2002	Dec 2009	Not Offered	Dec 2010

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 2011	Not Offered	Indefinite
Customer Care and Billing 2.0.x	Sep 2006	Sep 2011	Not Offered	Indefinite
Customer Care and Billing 2.1.x	May 2007	May 2012	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 six months after the release date of a new maintenance update. Releases not detailed within the above chart will receive indefinite Sustaining Support.

Oracle Utilities (Formerly Lodestar) Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Billing Component 3.5	Nov 2002	Nov 2008	Not Offered	Indefinite
Billing Component 3.7	Aug 2003	Nov 2008	Not Offered	Indefinite
Billing Component 4.0	Jul 2004	Jul 2009	Not Offered	Indefinite
Billing Component 4.5	Jun 2006	Mar 2012	Not Offered	Indefinite
Quotations Management 3.5	Nov 2002	Nov 2008	Not Offered	Indefinite
Quotations Management 3.7	Aug 2003	Nov 2008	Not Offered	Indefinite
Quotations Management 4.0	Jul 2004	Jul 2009	Not Offered	Indefinite
Quotations Management 4.5	Jun 2006	Mar 2012	Not Offered	Indefinite
Rate Management 3.5	Nov 2002	Nov 2008	Not Offered	Indefinite
Rate Management 3.7	Aug 2003	Nov 2008	Not Offered	Indefinite
Rate Management 4.0	Jul 2004	Jul 2009	Not Offered	Indefinite
Rate Management 4.5	Jun 2006	Mar 2012	Not Offered	Indefinite
Load Analysis 9.0	Oct 2004	Oct 2009	Not Offered	Indefinite
Load Analysis 9.1	Sep 2006	Sep 2011	Not Offered	Indefinite
Meter Data Management 4.5	Jun 2006	Mar 2012	Not Offered	Indefinite
Portfolio Management 4.10	Oct 2005	Jul 2009	Not Offered	Indefinite
Portfolio Management 4.5	Jun 2006	Mar 2012	Not Offered	Indefinite
Load Profiling and Settlement 3.5	Nov 2002	Nov 2008	Not Offered	Indefinite
Load Profiling and Settlement 3.7	Aug 2003	Nov 2008	Not Offered	Indefinite
Load Profiling and Settlement 4.0	Jul 2004	Jul 2009	Not Offered	Indefinite
Load Profiling and Settlement 4.5	Jun 2006	Mar 2012	Not Offered	Indefinite
Transaction Management 3.5	Nov 2002	Nov 2008	Not Offered	Indefinite
Transaction Management 3.7	Aug 2003	Nov 2008	Not Offered	Indefinite
Transaction Management 4.0	Jul 2004	Jul 2009	Not Offered	Indefinite
Transaction Management 4.5	Jun 2006	Mar 2012	Not Offered	Indefinite

Oracle Utilities (formerly Lodestar) 2.2 releases not noted above will receive indefinite Sustaining Support.

Oracle MarketPrice (Formerly Revenue Technologies) Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Agreements 5.2	Feb 2007	Feb 2009	Not Offered	Feb 2009
Composer 5.2	Feb 2007	Feb 2009	Not Offered	Feb 2009
Adapter 5.2	Feb 2007	Feb 2009	Not Offered	Feb 2009
Analytics 5.2	Feb 2007	Feb 2009	Not Offered	Feb 2009

Oracle Life Sciences Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Clinical TrialMinder 2.0.x	Dec 2003	Jun 2006	Not Offered	Jun 2009
Clinical TrialMinder 2.1	Apr 2005	Dec 2008	Not Offered	Dec 2010
Clinical SiteMinder 2.0.x	Dec 2003	Jun 2006	Not Offered	Jun 2009
Clinical SiteMinder 2.1	Apr 2005	Dec 2008	Not Offered	Dec 2010
Clinical 4.0	Aug 2000	Sep 2005	Not Offered	Sep 2008
Clinical 4.1	Aug 2001	Sep 2005	Not Offered	Sep 2008
Clinical 4.5.0	Nov 2003	Dec 2008	Not Offered	Dec 2010
Adverse Event Reporting System (AERS) 4.3	Jan 2003	Apr 2005	Not Offered	Apr 2008
Adverse Event Reporting System (AERS) 4.5.0, 4.5.1	Jul 2004	Dec 2008	Not Offered	Dec 2010
Adverse Event Reporting System (AERS) 4.5.2	Jul 2005	Jul 2009	Not Offered	Jul 2011
Thesaurus Management System (TMS) 4.0.x	Aug 2000	Sep 2005	Not Offered	Sep 2008
Thesaurus Management System (TMS) 4.5.0	Oct 2003	Dec 2008	Not Offered	Dec 2010
Thesaurus Management System (TMS) 4.5.1	Mar 2005	Dec 2008	Not Offered	Dec 2010
Life Sciences Data Hub 2.0	Jul 2006	Mar 2007	Not Offered	Not Offered
Life Sciences Data Hub 2.1	Mar 2007	Jul 2009	Not Offered	Jul 2011

Oracle's Agile Product Lifecycle Management Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
PLM 9.2.2	Mar 2007	Mar 2009	Not Offered	Indefinite
PLM 9.2.2.1	Jul 2007	Jul 2012	Not Offered	Indefinite
Engineering Collaboration 1.3	Oct 2007	Oct 2010	Not Offered	Indefinite
PLM 9.2.1.3	Jan 2007	Jan 2009	Aug 2011	Indefinite
PLM 9.2.1.4 (English)	Jan 2007	Jan 2009	Aug 2011	Indefinite
PLM 9.2.1.4 (French, German, Chinese, Japanese)	Apr 2007	Apr 2009	Aug 2011	Indefinite
PLM 9.2.1.5 (English)	May 2007	May 2009	Aug 2011	Indefinite
PLM 9.2.1.6	Oct 2007	Oct 2012	Not Offered	Indefinite
AutoVue Electro-Mechanical Professional Version 19.2 for Agile 9.2.2.1	Sep 2007	Jul 2012	Not Offered	Indefinite
Tradec 5.6.0.2	N/A	Mar 2006	Not Offered	Jan 2010
Tradec 5.7.0.0	N/A	Mar 2006	Not Offered	Jan 2010
Tradec 5.7.1.0	N/A	Mar 2006	Not Offered	Jan 2010
Tradec 5.8.1	N/A	Mar 2006	Not Offered	Jan 2010
PC Portlets UI Framework 9.0.x	Jan 2004	Jul 2010	Not Offered	Indefinite
PPM Portlets 9.0.x	Jan 2004	Jul 2010	Not Offered	Indefinite
PPM Analytics 9.2.1 LA2	Jul 2006	Oct 2007	Not Offered	Indefinite
PPM Analytics 2.1	Apr 2007	Oct 2007	Not Offered	Indefinite
PPM Analytics 2.1.1	Jul 2007	Apr 2008	Not Offered	Indefinite
PQM Analytics 9.2.1 LA3	Oct 2006	Oct 2008	Not Offered	Indefinite
PQM Analytics 2.1	Apr 2007	Oct 2007	Not Offered	Indefinite
PQM Analytics 2.1.1	Jul 2007	Oct 2008	Not Offered	Indefinite
PPM, PQM, PC Datamarts 9.2.1 LA2	Jul 2006	Oct 2007	Not Offered	Indefinite
PPM, PQM, PC Datamarts 9.2.1 LA3	Oct 2006	Oct 2008	Not Offered	Indefinite
PPM, PQM, PC Datamarts 2.1	Apr 2007	Oct 2007	Not Offered	Indefinite
PPM, PQM, PC Datamarts 2.1.1	Jul 2007	Oct 2008	Not Offered	Indefinite
Engineering Data Management axalant2000	Aug 2000	Not Offered	Not Offered	Indefinite
Engineering Data Management 5.0.1	Nov 2002	Not Offered	Not Offered	Indefinite
Engineering Data Management 5.1.x	Apr 2004	Not Offered	Not Offered	Indefinite
Engineering Data Management 6.0.1, 6.0.2, 6.0.3	Jul 2005	Not Offered	Not Offered	Indefinite
Engineering Data Management 6.0.x (6.0.4 and 6.0.4+)	Jul 2005	Jul 2010	Not Offered	Indefinite
Engineering Data Management MCAD Connector for Pro/Engineer 3.7.x	Sep 2007	Jul 2009	Dec 2010	Indefinite
Engineering Data Management MCAD Connector for Unigraphics NX 3.9.x	Sep 2007	Jul 2009	Dec 2010	Indefinite
Engineering Data Management MCAD Connector for Solid Edge 3.3.x	Sep 2007	Jul 2009	Dec 2010	Indefinite
Engineering Data Management MCAD Connector for CATIA V4 4.2.x	N/A	Jul 2009	Dec 2010	Indefinite

Oracle's Agile Product Lifecycle Management Releases – <i>Continued</i>				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Engineering Data Management MCAD Connector for CATIA V5 6.5.x	Sep 2007	Jul 2009	Dec 2010	Indefinite
Engineering Data Management MCAD Connector for I-DEAS 4.2.x	NA	Jul 2009	Dec 2010	Indefinite
Engineering Data Management MCAD Connector for Solid Works 2.8.x	Sep 2007	Jul 2009	Dec 2010	Indefinite
Advantage 2006 SP2 MP2	Jul 2007	Dec 2010	Not Offered	Indefinite

Oracle's Agile Product Lifecycle Management for Process (Formerly ProdiKa)				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Global Specifications Management 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Global Specifications Management 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
Supply Chain Relationship Management 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Supply Chain Relationship Management 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
Reporting 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Reporting 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
Content Synchronization and Syndication 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Content Synchronization and Syndication 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
Document Reference Library 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Document Reference Library 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
Design Workbench 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Design Workbench 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
Computer-Aided Compliance Screening 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Computer-Aided Compliance Screening 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
Product Quality Scorecard 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Product Quality Scorecard 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
Nutrition Surveillance Management 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Nutrition Surveillance Management 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
eQuestionnaire 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
eQuestionnaire 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
Supplier Portal 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
Supplier Portal 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite
New Product Development 5.0	Apr 2007	Apr 2009	Apr 2010	Indefinite
New Product Development 5.1	Aug 2007	Aug 2009	Aug 2010	Indefinite

For Agile Product Lifecycle Management for Process products, previous service pack releases will be supported for six months after the release date of a new service pack. Releases not detailed in the above chart will receive indefinite Sustaining Support.

Oracle Enterprise Visualization (Formerly Cimmetry) Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
AutoVue 19.0	Sep 2005	Dec 2007	Not Offered	Indefinite
AutoVue 19.1	Jun 2006	Jun 2008	Not Offered	Indefinite
AutoVue 19.2	Jul 2007	Jul 2009	Not Offered	Indefinite
VueLink for Documentum 19.0	Oct 2005	Dec 2007	Not Offered	Indefinite
VueLink for Documentum 19.1	Nov 2006	Nov 2008	Not Offered	Indefinite
VueLink for Matrix 19.0	Feb 2006	Feb 2008	Not Offered	Indefinite
VueLink for Matrix 19.1c1	Apr 2007	Apr 2009	Not Offered	Indefinite
VueLink for Matrix 19.2	Aug 2007	Aug 2009	Not Offered	Indefinite
VueLink for OpenText 19.1	Sep 2006	Sep 2008	Not Offered	Indefinite
VueLink for SAP cFolders 19.0	Dec 2005	Dec 2007	Not Offered	Indefinite
VueLink for SAP PLM 19.1	Dec 2006	Dec 2008	Not Offered	Indefinite
VueLink for SAP PLM 19.2	Aug 2007	Aug 2009	Not Offered	Indefinite
VueLink for SharePoint 19.1	Nov 2006	Nov 2008	Not Offered	Indefinite
VueLink for SharePoint 19.1c1	Jan 2007	Jan 2009	Not Offered	Indefinite

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Oracle Database Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
DB 8.1.7	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
DB 11.1	Aug 2007	Aug 2012	Aug 2015	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
9iAS R2 9.0.2	Apr 2002	Jul 2005	Not Offered	Jul 2008
9iAS R2 9.0.3	Oct 2002	Jul 2005	Not Offered	Jul 2008
10g 9.0.4	Dec 2003	Dec 2006	Dec 2008	Dec 2009
10gR2	Jan–Oct 2005	Dec 2009	Dec 2011	Indefinite
10gR3	Jan–Oct 2006	Dec 2009	Dec 2011	Indefinite

Support retirement dates have already been announced for Oracle9i Application Server R2 9.0.2, Oracle9i Application Server R2 9.0.3, Oracle Application Server 10g 9.0.4, and Oracle Application Server 10gR2. Oracle Fusion Middleware releases beginning with 11g will adopt the Lifetime Support policy.

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 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

Oracle Enterprise Manager 9.2 was bundled within Oracle Database 9.2. Therefore, the support time frames for Oracle Enterprise Manager 9.2 will follow the same support time frames as Oracle Database 9.2. Please see the Oracle Database release table for details.

*Please note that Oracle Enterprise Manager 10gR3 (10.2.0.3) and 10gR4 (10.2.0.4) are patchset releases of Oracle Grid Control 10.2 and as such fall under the support time frames for Oracle Grid Control 10.2.

Oracle's 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

Oracle Rdb 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 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	Not Available
5.1	Oct 2004	Oct 2006	Not Offered	Not Available
6.0	Sep 2005	Sep 2008	Sep 2009	Indefinite
7.0	Feb 2007	Feb 2012	Feb 2015	Indefinite

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	July 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 2.0.9	Jan 2005	Dec 2008	Dec 2011	Indefinite	
Berkeley DB XML 2.1.8	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 2006	May 2011	May 2014	Indefinite	

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

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

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

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

Oracle's 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	Not Available
Directory Federator Express 1.5.x	Apr 2004	Jul 2007	Not Offered	Not Available
Directory Server Express 2.0.4	Apr 2004	Jul 2007	Not Offered	Not Available
Directory Federator Express 2.0.4	Apr 2004	Jul 2007	Not Offered	Not Available
Directory Server Express 2.0.5	Sep 2005	Jul 2007	Not Offered	Not Available
Directory Federator Express 2.0.5	Sep 2005	Jul 2007	Not Offered	Not Available
Virtual Directory Engine 3.0.0	Sep 2004	Jul 2007	Not Offered	Not Available
Virtual Directory Engine 3.0.1	Mar 2005	Jul 2007	Not Offered	Not Available
Virtual Directory Engine 3.0.2	Mar 2005	Jul 2007	Not Offered	Not Available
Oracle-Branded Releases				
Virtual Directory 3.0.3	Nov 2005	Dec 2008	Dec 2010	Indefinite

New releases of Oracle Virtual Directory that are released after the general availability of Oracle Fusion Middleware 11g will move to a five-year Premier Support policy.

Oracle's Oblix Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
COREid 6.1.x	Jan 2003	Dec 2007	Dec 2009	Dec 2010
COREid 6.5.x	Sep 2003	Dec 2007	Dec 2009	Dec 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

All of Oracle's Oblix products released after the general availability of Oracle Fusion Middleware 11g will move to a five-year Premier Support policy.

Oracle's 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

New releases of Oracle Xellerate that are released after the general availability of Oracle Fusion Middleware 11g will move to a five-year Premier Support policy.

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 Oracle Secure Backup 10.1.

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 releases of Oracle Data Integrator will follow the overall lifetime support policies of the corresponding Oracle Fusion Middleware release cycle.

Oracle's 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
Televoiting 1.1	Dec 2004	Dec 2007	Dec 2008	Dec 2009

Oracle's Stellent – Former 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

Oracle's Tangosol Coherence Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
2.5.1	May 2005	Dec 2007	Not Offered	Indefinite
3.0	Jun 2005	Dec 2007	Not Offered	Indefinite
3.1	Feb 2006	Feb 2008	Not Offered	Indefinite
3.2	Oct 2006	Oct 2008	Not Offered	Indefinite
Oracle-Branded Releases				
3.3	Jun 2007	Jun 2010	Jun 2012	Indefinite

Oracle Warehouse Builder Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
9.2	Jul 2003	Oct 2007	Not Offered	Oct 2010
10.1	Apr 2004	Jul 2007	Not Offered	Jul 2010

Oracle's JD Edwards EnterpriseOne Extended Process Integration (XPI) Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
8.92	Dec 2003	Jun 2008	Not Offered	Not Offered
8.94	Dec 2004	Dec 2008	Not Offered	Not Offered

Oracle's Bharosa Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Bharosa Authenticator 3.5.2 R10	Sep 2006	Oct 2009	Oct 2011	Oct 2013
Bharosa Risk Analyzer	Sep 2006	Oct 2009	Oct 2011	Oct 2013
Bharosa Fraud Analyzer	Sep 2006	Oct 2009	Oct 2011	Oct 2013
Oracle-Branded Releases				
Oracle Adaptive Access Manager 10.1.4.2	Oct 2007	Dec 2009	Dec 2011	Indefinite

Customers are advised to be on the most current release levels if they are using legacy Bharosa products.

Oracle's Bridgestream Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Bridgestream SmartRoles 2.7.x	Jul 2006	Dec 2010	Dec 2011	Not Offered
Bridgestream SmartRoles Discover 1.x	Jul 2006	Dec 2010	Dec 2011	Not Offered
Oracle-Branded Releases				
Oracle Role Manager 2.8	Dec 2007	Dec 2010	Dec 2011	Not Offered

Oracle's Auptyma Release				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Auptyma Java Application Monitoring (All Releases)	Dec 2005	Jan 2008	Jan 2008	Not Offered

Support for all legacy Auptyma products ended on January 31, 2008. Customers are advised to upgrade to the Oracle-branded product, Oracle Enterprise Manager 10gR4 (10.2.0.4).

Lifetime Support Policy: Coverage for Enterprise Linux and Oracle VM

Enterprise Linux Premier Support Time Frames				
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
5	Mar 2007	Mar 2012	Mar 2015	Indefinite

The components of Premier, Extended, and Sustaining Support will follow the definitions within the Enterprise Linux and Oracle VM Support policies. For further details, please refer to the Enterprise Linux and Oracle VM Support policies.

Enterprise Linux Basic Support Time Frames				
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
5	Mar 2007	Mar 2010	Mar 2014	Not Offered

The components of Enterprise Linux Basic and Extended Support will follow the definitions within the Enterprise Linux and Oracle VM Support policies. For further details, please refer to the Enterprise Linux and Oracle VM Support policies.

Enterprise Linux Network Support Time Frames				
Release	GA Date	Network Support Ends	Extended Support Ends	Sustaining Support Ends
3	Oct 2003	Oct 2008	Not Offered	Not Offered
4	Feb 2005	Feb 2010	Not Offered	Not Offered
5	Mar 2007	Mar 2012	Not Offered	Not Offered

The components of Enterprise Linux Network Support will follow the definitions within the Enterprise Linux and Oracle VM Support policies. For further details, please refer to the Enterprise Linux and Oracle VM Support policies.

Oracle VM Premier Support Time Frames				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
2.1	Nov 2007	Nov 2012	Nov 2015	Indefinite

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

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