
Oracle Premier Support and Oracle Lifetime Support Policy Frequently Asked Questions April 24, 2006

Lifetime Support Policy Overview

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.

Premier Support, for the first time, provides a standard five-year support policy for Oracle Technology (Oracle Database and Oracle Fusion Middleware) and Oracle Applications products (Oracle E-Business Suite, Oracle’s PeopleSoft Enterprise, Oracle’s JD Edwards EnterpriseOne, Oracle’s JD Edwards World, Oracle’s Siebel Customer Relationship Management, and Oracle’s Siebel Incentive Compensation Management). You can extend support for an additional three years with Extended Support for specific releases or receive indefinite technical support with Sustaining Support. For releases that do not have an Extended Support stage, Sustaining Support will be available upon the expiration of Premier Support.

Premier Support provides you with maintenance and support for your Oracle database, middleware, and applications for five years from the release 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 new third-party products/versions
- ✓ Certification with new Oracle products

Oracle’s Extended Support provides an additional three years of support for specific Oracle releases for an additional fee. You benefit from:

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

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

Once Extended Support expires, or for releases in which the Extended Support stage was not available, 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, knowledgebases, and technical support experts. You benefit from:

- ✓ Major product and technology releases
- ✓ Technical Support
- ✓ Access to Oracle *MetaLink*/PeopleSoft Customer Connection/Siebel SupportWeb
- ✓ Pre-existing fixes for your solutions

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 other Oracle products

Customers may also obtain customer specific fixes on a time and materials based fee.

Lifetime Support Policy Components at a Glance

	Premier Support	Extended Support	Sustaining Support
Major Product and Technology Releases	✓	✓	✓
Technical Support	✓	✓	✓
Access to Knowledge Base (Oracle <i>MetaLink</i> /PeopleSoft Customer Connection/Siebel SupportWeb)	✓	✓	✓
Updates, Fixes, Security Alerts, and Critical Patch Updates	✓	✓	Pre-Existing Only
Tax, Legal, and Regulatory Updates	✓	✓	No
Upgrade Scripts	✓	✓	No
Certification with existing Third-Party Products/Versions	✓	✓	No
Certification with new Third-Party Products/Versions	✓	No	No
Certification with new Oracle products	✓	✓	No

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Oracle's 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 are offering Premier Support for five years from their general availability date. This is an extension of an additional year over the former PeopleSoft Support policy.
- ✓ For JD Edwards EnterpriseOne XE and 8.0 customers, we are offering Premier Support through 2013.
- ✓ For PeopleSoft Enterprise 8.8, we are offering Extended Support through 2011. Oracle will also be offering an upgrade path from PeopleSoft Enterprise 8.8 to Fusion.
- ✓ For JD Edwards World customers, we will be offering a direct upgrade path from both JD Edwards World releases A7.3 and A8.1 to Oracle Fusion Applications.
- ✓ Oracle will support and enhance the latest releases of JD Edwards EnterpriseOne and JD Edwards World beyond 2013 on the IBM System i5. We will offer Premier Support for specific JD Edwards releases for as long as IBM support the System i5 and it is a viable platform for our customers.

Oracle's 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 are offering Premier Support for five years from the applications' general availability date. We will also offer Extended Support, for an additional three years of support. This is a significant extension beyond the previous Siebel support policy.
- ✓ For Siebel Customer Relationship Management and Siebel Incentive Compensation Management 7.5.3 customers, we are offering Premier Support through 2008 and Extended Support through 2010.
- ✓ For Siebel Customer Relationship Management 6.x customers, we are offering indefinite Sustaining Support.

Release Information

Below are the details regarding the Lifetime Support for our technology (Oracle Database, Fusion Middleware, Oracle Collaboration Suite, and Oracle Enterprise Manager) and applications (Oracle E-Business Suite, Oracle's PeopleSoft Enterprise, Oracle's JD Edwards EnterpriseOne, Oracle's JD Edwards World, Oracle's Siebel, and Oracle Transportation Management). For more details on specific releases, please refer to Oracle *MetaLink*, PeopleSoft Customer Connection, and Siebel SupportWeb.

Listed below are the high level details for all Oracle products: database, middleware, and applications.

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Lifetime Support Policy Coverage for Server Technology Products

Existing Oracle Database Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
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

Existing 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 2008	Dec 2010	Indefinite

Support retirement dates have already been announced for 9iAS R2 9.0.2, 9iAS R2 9.0.3, 10G 9.0.4, and 10GR2. Fusion Middleware releases beyond 10G will adopt the Lifetime Support Policy.

Existing 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
CSv10.1.1	Aug 2005	Aug 2010	Aug 2013	Indefinite

Support retirement dates have already been announced for release CSv9.0.

Existing Oracle Enterprise Manager Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
GC 10.1.0	Feb 2004	Feb 2009	Feb 2012	Indefinite

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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 TimesTen 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 2007	Not Offered	Indefinite

Oracle TimesTen releases beyond 6.0 will adopt the LifetimeSupport policy.

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Oblix Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
COREid 6.1.x	Jan 2003	Jan 2007	Not Offered	Jan 2010
COREid 6.5.x	Sep 2003	Jan 2007	Not Offered	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
<i>Oracle Branded Releases</i>				
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 11g.

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
<i>Oracle Branded Releases</i>				
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 11g. Premier Support for release 8.5.x will continue until the Xellerate Identity Provisioning 10.0 product is made generally available.

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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

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

Support does not allow the new Lifetime Support Policy

Release will have a direct upgrade to Fusion

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

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Lifetime Support Policy Coverage for Application Products

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 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 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
ELS 9.0	Apr 2006	Apr 2011	Apr 2012	Apr 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. The PeopleTools product line will be supported for as long as the specific application 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.

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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	Jul 2007
11/2	Oct 2000	Jul 2006	Not Offered	Jul 2007
11/3	Jan 2001	Jul 2006	Not Offered	Jul 2007
11/4	Jun 2001	Jul 2006	Not Offered	Jul 2007
11/5	Sep 2001	Jul 2006	Not Offered	Jul 2007
11/6	Jan 2002	Jul 2006	Not Offered	Jul 2007
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

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

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 the Oracle Fusion Applications. The support timeframes for the 8.11 release also includes release 8.11SP1.

JD Edwards World Releases			
Release	Premier Support	Extended Support Ends	Sustaining Support Ends
A7.3	Beyond 2013	N/A	Indefinite
A8.1	Beyond 2013	N/A	Indefinite

World releases A7.3 and A8.1 will each have a direct path to the 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.

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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 timeframe for release 8.11.

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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
Business Analytics Real Time Decisions 2.1.x	Oct 2005	Oct 2010	Oct 2013	Indefinite
Business Analytics 7.0.x 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.x Platform	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	NA	May 2007	Not Offered	May 2012
Self-Service Syndication Manager (eaPost) All Versions	NA	May 2007	Not Offered	May 2012
Self-Service Rate Plan Advisor All Versions	NA	May 2007	Not Offered	May 2012
Self-Service ePayment Manager (eaPay) pre-4.3.x	NA	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	NA	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	NA	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	NA	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	NA	Not Offered	Not Offered	Indefinite

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Siebel Application Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Brightware 8.0	NA	Not Offered	Not Offered	Indefinite
Brightware 8.1	NA	Not Offered	Not Offered	Indefinite
Brightware 8.1.1	NA	Not Offered	Not Offered	Indefinite
Brightware 8.1.2	NA	Not Offered	Not Offered	Indefinite
Brightware 8.1.3	NA	Not Offered	Not Offered	Indefinite
Brightware 8.1.4	Mar 2005	Mar 2008	Dec 2010	Jan 2013
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.

Global Logistics Releases				
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
G Log GC [®] 4.0	May 2003	Sep 2005	June 2006	Indefinite
G Log GC [®] 4.5	Jun 2004	Oct 2006	Not Offered	Indefinite
Oracle Branded Releases – Naming as of December 19, 2005				
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

The planned Oracle Transportation Management 5.5 release will align with the support timeframes of Oracle E-BusinessSuite release 11i10. Future releases will align with the support timeframes of the corresponding Oracle E-Business releases.

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Oracle Premier Support Program and Lifetime Support Policy Frequently Asked Questions

To help you quickly locate the answers to your questions, this FAQ is categorized into four sections:

Section I: Oracle Premier Support Program

Section II: General Lifetime Support

Section III: Extended Support

Section IV: Product Releases

Section I: Oracle Premier Support Program

Q: What is Oracle's new Premier Support?

A: Oracle Premier Support is the next generation of Oracle Support. It is a harmonization of best practices from PeopleSoft and Oracle replacing Oracle's Standard Product Services and the PeopleSoft Support programs. Offered to every Oracle customer, Oracle's award-winning support has been recognized by industry experts as offering a premier level of support.

Premier Support contributes to a superior ownership experience in many ways, including:

Continuous Product Enhancements

Oracle Support customers receive rights to future product releases, product upgrades, security updates, and patches and fixes, as well as tax, legal and regulatory updates. You can stay focused on your core business knowing that Oracle Support will provide you with the latest technologies, industry best practices, and new product advancements.

Unmatched Global Reach

With extensive global reach, our support organization is unmatched in breadth of knowledge, size, and scale. You have access to 24x7 real-time support for mission-critical issues through our Global Support Center. With 17 major hubs on 5 continents, our global reach enables us to support you in any time zone in which you do business. Our 7,000 support experts provide in-depth product and technical expertise in 27 languages. Oracle provides you with the right solution for your entire technology stack—from database to middleware to applications.

Advanced Support Technologies

Oracle *Premier Support* delivers the most advanced support technologies that automate the people-intensive processes required to maintain enterprise systems. Our advanced support technologies help you run your systems more efficiently by providing faster problem resolution, faster system performance and faster updates, all of which will lower your total cost of ownership.

Technology Leadership

Oracle's vision, along with our innovative product and support roadmap, are designed to ensure our customer's technology future. You benefit from three decades of commitment to research, product and technology development and expert knowledge—all aimed at providing you with the most tightly integrated suite of enterprise applications in the industry.

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The Assurance of our Lifetime Support Policy

As a *Premier Support* customer, you will also benefit from our Lifetime Support Policy, the first and only in the industry to cover the entire technology stack—database, middleware and applications—from five years to forever. No matter what release you're running, Oracle Support will help you unlock the full value of your Oracle products. And because you have rights to major product and technology releases and our next-generation technology such as Fusion, it's easier than ever to make your upgrade strategy an integral part of your business strategy. For you, this means an even greater competitive advantage. With Oracle's Lifetime Support Policy you are always in control.

Q: If I currently have a contract for Oracle Standard Support, legally referred to as Software Update License and Support, will I have to sign a new contract for Oracle Premier Support?

A: No, Oracle Premier Support replaces the term Oracle Standard Support and incorporates Software Update License and Support. As long as you are current on your technical support fees, you will receive Oracle Premier Support and will not have to sign a new contract for Premier Support.

Q: If I am a customer of a recently acquired company, do I have to pay additional fees to receive Premier Support?

A: No, when you have your first support renewal under Oracle, you will migrate to Oracle's Premier Support upon your renewal for your current annual support fees, plus any contractual annual fee increase. There are no additional fees for you to receive Premier Support.

Section II: General Lifetime Support

Q: What is the Oracle Lifetime Support Policy?

A: Our customers have been asking for a comprehensive and flexible support policy, and we delivered. Oracle's new Lifetime Support Policy is the first and only in the industry to cover the entire technology stack—database, middleware and applications. The Lifetime Support Policy provides you with access to technical support for as long as you license your products and consists of three separate components: Premier Support, Extended Support, and Sustaining Support. Our *Premier* support option, for the first time, provides a standard five-year support policy for Technology (Oracle Database and Oracle Fusion Middleware) and application products (Oracle E-Business Suite, PeopleSoft Enterprise, JD Edwards EnterpriseOne, JD Edwards World, Siebel, and Oracle Transportation Management). You can extend support for an additional three years for specific releases with our *Extended* support option and then continue to receive technical support for as long as you license your Oracle solutions with our *Sustaining* support option.

Q: What support is included as part of the three components of Lifetime Support?

A: Premier Support provides maintenance and support on the Oracle database, middleware, and applications for five-years from the release general availability date. Premier Support provides:

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

Extended Support provides:

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

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

Once Extended Support expires, or for releases in which the Extended Support stage was not available, 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, knowledgebases, and technical support experts. You benefit from:

- ✓ Major product and technology releases
- ✓ Technical Support
- ✓ Access to Oracle *MetaLink*/PeopleSoft Customer Connection/Siebel SupportWeb
- ✓ Pre-existing fixes for your solutions

Sustaining Support does not include:

- ✓ New updates, fixes, security alerts, and critical patch updates
- ✓ New tax, legal, and regulatory updates
- ✓ New upgrade scripts

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- ✓ Certification with new third-party products/versions
- ✓ Certification with other Oracle products

Customers may also obtain customer specific fixes on a time and materials based fee.

Q: How is the Lifetime Support Policy different from the former Oracle Extended Maintenance Support for Database and Oracle Extended Support offerings?

A: Prior to the Lifetime Support Policy, Oracle provided two options in addition to the standard support for products, Extended Maintenance Support and Extended Support.

Previous Extended Maintenance Support:

- ✓ was offered only for the Oracle database products
- ✓ was offered for an additional fee
- ✓ had to be purchased within 2-years after the end of Standard Support
- ✓ support timeframe varied by database release

The Extended Maintenance Support is being replaced by the new *Extended Support* option, which will be available across the entire Oracle stack of products; database, middleware, and applications, at an additional fee. Extended Support will have a consistent defined timeframe, for those releases on which it is offered, of an additional three-years of support, allowing you to more effectively plan for your upgrades.

Previous Extended Support:

- ✓ was previously offered on various products for various timeframes
- ✓ timeframe available was announced in conjunction with a desupport notice
- ✓ timeframe available varied by product and release

The previous Extended Support will be replaced by *Sustaining Support*, which will be available for all products from the end of either the Premier Support period or the Extended Support period, for as long as you license your product and you are current on technical support.

Q: Is there going to be an additional maintenance fee associated with the Lifetime Support Policy?

A: Premier Support is offered to all Oracle customers purchasing a new license for 22% of their license fees. For our current customers, Premier Support is offered for your current annual support fee, there is no additional fee for Premier Support. Only the Extended Support option, when offered on a release, will require an additional fee.

Q: Does the cost for support decrease as levels of support decrease over time?

A: No. The majority of the support fees go towards product R&D and you retain the rights to future releases. Only a small percentage of your annual maintenance fees apply directly to software fixes. Our goal is to provide continual product enhancement in new releases that you can upgrade to and take advantage of.

Q: Why will Oracle not provide patches and fixes indefinitely?

A: For those releases on which we know our customers will require an additional period of support, we are providing the Extended Support option. After eight years, the number of newly discovered issues is very small, but the costs of maintaining development environments is cost prohibitive. The comprehensive breadth of our support policy, database, middleware, and over 545 applications, results in Oracle having to maintain hundreds of development environments to replicate problems and develop and test resolutions for each supported release. As we move out into year 9 and beyond, it becomes cost prohibitive to maintain the required environments.

Q: When is the Lifetime Support Policy available to customers?

A: It is available as of September 20, 2005 for all of the products and releases defined previously. Lifetime Support will be applied to all new Oracle branded major product releases that become generally available after September 20, 2005 unless noted above.

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Section III: Extended Support

Q: What is the pricing for the Extended Support option?

A: We've announced a simple and predictable support policy, and our Extended Support pricing will follow that principle. Extended Support will be offered on specific defined releases for a period of 3 years following the end of the Premier Support period, so, years 6 – 8 in the life of the product.

For the first year of the Extended Support period, year 6 in the life of the product, the additional fee will be calculated as 10% of the your current annual support fee. For example, if your annual support fee is \$100, the fee for Extended Support would be \$10 and your total fee for support would be \$110 (\$100 + \$10).

For years two and three, years 7 and 8 in the life of the product, the additional fee will be calculated as 20% of the your current annual support fee. For example, if your annual support fee is \$100, the fee for Extended Support would be \$20 and your total fee for support would be \$120 (\$100 + \$20). When you move into the Sustaining Support period, your annual support fee would continue to be the base fee of \$100.

Q: Will customers be able to purchase Extended Support past the three-year support period?

A: No, you will not be able to purchase Extended Support beyond three years. But, once you move to Sustaining Support, if you require a new fix, we have a customer specific fix option available, in which you would pay an additional fee for the new fix.

Q: Can we purchase Extended Support for a release that does not have an Extended Support option?

A: No, you can only purchase Extended Support for the releases that have an Extended Support option. If you have a release that has moved into the Sustaining Support period, if under the unlikely event that you find a bug that we have never seen before, you can contract directly with our consulting organization to provide you a fix on a time and material basis.

Section IV: Product Releases

Q: What effect does the Applications Unlimited announcement have on the Lifetime Support Policy?

A: The Applications Unlimited announcement again reinforces Oracle's commitment to our customer base. Applications Unlimited is Oracle's plan to continue providing ongoing enhancements to current Oracle Applications beyond the delivery of the Oracle Fusion Applications. Applications Unlimited will provide customers with more visibility into our existing product roadmaps and help them derive continual success with their current applications by delivering world-class development and support for years to come.

Q: Does the Application Unlimited announcement mean that I will receive indefinite Premier Support for my specific release?

A: The Applications Unlimited announcement states that Oracle will continue to enhance and support the current Oracle Application product lines. This does not change the announced Premier Support timeframes for any specific product releases. You should plan to continue to upgrade to newer releases of your product line to receive the benefits of Premier Support.

Q: How does this new policy affect the former PeopleSoft customers?

A: Oracle's Lifetime Support Policy *further extends* support for PeopleSoft and JD Edwards applications as well. For currently supported PeopleSoft and JD Edwards releases, we are offering Premier Support for five years from their general availability date. This is an extension of an additional year over the previous PeopleSoft 4-5-6 Support policy. We will still continue to deliver tax, legal, and regulatory updates for six-years for the PeopleSoft Enterprise and JD Edwards EnterpriseOne applications. For JD Edwards Enterprise One XE and 8.0 customers, *Premier* support is now available through to 2013. And for PeopleSoft Enterprise 8.8 customers, we are offering an *Extended* support option through to 2011 as well

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as an upgrade from PeopleSoft Enterprise 8.8 to Fusion. We will also offer a direct upgrade path to the Oracle Fusion applications for World releases A7.3 and A8.1.

Q: How does this policy affect the former Siebel customers?

A: Oracle's Lifetime Support policy also further extends support for the Siebel application and technology releases. For the first time, support timeframes have been defined and announced for all Siebel products, providing you with the information that you require to plan your upgrade strategies. Lifetime Support providing 5 years of Premier Support is applicable to a number of the currently supported Siebel products, such as the 7.7.x and 7.8.x releases of Siebel Customer Relationship Management, Siebel Business Analytics, and Siebel Incentive Compensation Management. Lifetime Support has also been applied to all of the releases of the Retail Finance Foundation Services product.

Q: What products will be covered under the new Lifetime Support Policy?

A: The new Lifetime Support policy will apply to all new releases and covers a large number of our currently supported technology (Oracle Database and Oracle Fusion Middleware) and application products (Oracle E-Business Suite, PeopleSoft Enterprise, JD Edwards EnterpriseOne, JD Edwards World, Siebel, and Oracle Transportation Management). Customers can review the details surrounding their particular products and releases at Oracle's support web sites Oracle *MetaLink* at <http://metalink.oracle.com>, PeopleSoft Customer Connection at <http://www.peoplesoft.com>, or Siebel SupportWeb <https://ebusiness.siebel.com/supportweb/>. Also, please refer to the charts detailed above in this document.

Q: How does the new policy affect releases that have already had desupport notices posted?

A: For those products and releases that have already had desupport dates posted on Oracle *MetaLink*, we will continue to honor those posted desupport dates and the new Lifetime Support Policy will not affect those releases. For example, in July, we announced desupport dates for Oracle E-Business Suite applications 11.0.3 and 11/1 through 11/6. The new lifetime support policy will not affect those desupport dates and customers can still plan on those dates. For Enterprise products that have retired under the previous 4-year support policy, they remain retired but will receive indefinite Sustaining Support.

Q: Last year Oracle announced in Japan that the Oracle database products would receive 5 years of Standard Support and unlimited Extended Maintenance Support. Is this a reduction in that support policy for the database?

A: The support announced last year for the database products would actually be enhanced by the new Lifetime Support policy. At the time of the announcement last year, Oracle didn't offer a Sustaining Support option. With the new policy, five-years of Premier Support, three-years of Extended Support, and then Sustaining Support will be available for your database products. Under the previous indefinite Extended Maintenance Support option, you had to pay an additional fee above your current support fees to receive the extended support, indefinitely. Under the Sustaining Support option, in which there is no additional fee above your current support fees, if you find after an eight-year period that you need a new fix for your database, we have the option available to you to purchase a fix for an additional fee, just for that one fix. The new Lifetime Support policy provides you with a longer support period for a lower total cost.

Q: What is the support timeframe for JD Edwards EnterpriseOne Xe and 8.0 releases, and why is the support for these releases different?

A: In early 2005 with the Oracle acquisition of PeopleSoft, Oracle announced extended support for the Xe release for two years, through to February 2007. Our decision to further extend Xe support beyond February 2007, until December 2013, was based upon two drivers. The first was that a large number of customers on Xe are also World customers, i.e. many are "co-existent" in the old J.D. Edwards parlance. We sought to address that by lining up the XE support with that of JD Edwards World, namely provide Premier Support on both sets of products until 2013. The second driver was that, as is the case for many of the multi-national organizations running the Xe product, a number of the customers have multiple instances and an overall migration was likely to take a number of years. Customers told us that they needed time beyond 2007 in order to get upgraded to newer releases. We reviewed models of shorter time frames, but to the point of the first driver, decided to align the support of Xe and 8.0 with that of World.

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Q: How does the April 2006 Oracle-IBM “iSeries Forever” support and enhancement announcement affect Lifetime Support for the JD Edwards EnterpriseOne and JD Edwards World applications?

A: The announcement does not change Oracle’s previously announced Lifetime Support Policy. The key information from this announcement is that Oracle will eliminate the 2013 barrier with respect to JD Edwards World and JD Edwards EnterpriseOne applications. Oracle’s Lifetime Support Policy remains in effect.

Oracle will support and enhance the JD Edwards EnterpriseOne and JD Edwards World product lines beyond 2013 on the IBM System i5 platform (formerly AS/400 and iSeries). 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.

Q. Under the new Lifetime Support Policy, which application releases will have an upgrade to Fusion?

A. Our plans for the E-Business Suite, is for releases 11i10 and 12 to have a direct path to the Oracle Fusion applications. For PeopleSoft Enterprise Releases 8.8, 8.9 and 9.0, JD Edwards EnterpriseOne releases 8.11 and 8.12, and JD Edwards World A7.3 and A8.1 our plan is to provide direct paths to the Oracle Fusion applications.

Q: Why is Oracle not detailing the support for releases for the newer acquired companies such as Retek, HotSip, and others?

A: We will soon be announcing the support timeframes for the Oracle Retail Business Unit, which includes our recent Retek, ProfitLogic, and 360Commerce acquisitions. As we finalize the integration process for the newer acquired companies, we will be publishing updates to the Lifetime Support Policy collateral and will also post the updates on Oracle.com.

Q: If I have an Oracle application running on the Oracle database, and the database is in the Extended Support period, will I have to pay for Extended Support for the database?

A: The answer to the question depends upon whether the application is certified to run on only the database release that is in the Extended Support period or if the Oracle application is certified to run on both that database and one that is in the Premier Support period.

Following our current policy, if the Oracle application is only certified to run on the Oracle database that is in the Extended Support period, you will not have to pay Extended Support for the database.

If the Oracle application you are running is certified to run on both the database release that is in the Extended Support period and also a release of the database that is in the Premier Support period, since you have the ability to upgrade to a new Premier supported release of the database, you would then need to pay for the Extended Support if you were to chose to remain on the older release of the database.

Q: Do you have detailed information as to which third party products Oracle will continue to support and the timeframes of the support for the third party products?

A: Third party products can consist of many components of the technology stack and applications. Third party products can be different hardware, non-Oracle operating systems, non-Oracle middleware, and application products. The former PeopleSoft and JD Edwards products have over 300 third-party products either imbedded within the applications or that function in conjunction with the applications. The Oracle Development organization is continuing to inventory all of the third party products to insure that we can create a detailed retirement roadmap for those products. At a high level, if a third party product is supported during the Premier Support period for a release, we will continue to support that product through the Extended and Sustaining Support periods. If a release moves into the Extended or Sustaining Support periods, and a new third party product becomes available, that was not previously certified under the Premier Support period, we would not certify the new third party product.

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Q: How long will Oracle support current releases of PeopleTools?

A: Oracle is offering full support of PeopleSoft Enterprise product lines indefinitely as a component of the Applications Unlimited announcement. The PeopleTools product line will be supported for as long as the application is supported.

As in the past, this does not mean that all currently supported releases will be supported indefinitely; you will continue to need to apply minor upgrades to stay current and under Premier Support. PeopleTools fixes will continue to be delivered in minor releases and patches. Patches will continue to be provided on the current minor release only. Patches for a PeopleTools minor release will only be created when that release is generally available until a short duration after the next minor release is generally available. Consistent with the resolution of critical issues resolved in the CPU patches, Oracle reserves the right to include additional releases in a CPU patch at Oracle's discretion without implying a policy change.

Applying a minor release upgrade of PeopleTools may also be required to stay current with versions of third party technologies and products as supported by the provider of the third party product.

Q: When Oracle states that you support upgrade scripts for 5 years, what does that mean?

A: For the five years of Premier Support and the three years of Extended Support, if offered, Oracle will provide customers with upgrade scripts from the release in Premier Support directly to the most current releases available. For example, Enterprise FMS 8.4 will receive upgrade scripts, under Premier Support, until March 2007. We will provide Enterprise FMS 8.4 customers with direct upgrade scripts to FMS 8.8, FMS 8.9, and if FMS 9.0 is released prior to March 2007, we will also provide a direct upgrade script to that release. If FMS 9.0 were not released until December 2007, we would not provide a direct upgrade script from FMS 8.4 to FMS 9.0, since the support period for direct upgrade scripts expired March 2007. In this case, if the customer wanted to upgrade from FMS 8.4 to FMS 9.0, it would require a two-step upgrade.

Q: How long will Oracle provide error correction support for an upgrade script?

A: Oracle will support error correction for an upgrade script for the same timeframe as we support the destination release for the upgrade script. For example, if a customer is upgrading from PeopleSoft Enterprise HRMS 8.3 to PeopleSoft Enterprise HRMS 8.9, we will provide error correction support for the upgrade script for as long as we provide Premier and Extended Support for HRMS 8.9, the destination release.

Q: Premier Support provides five years of support from the release General Availability date, but, for the Enterprise and EnterpriseOne customers, on the release charts, they show 6 years of tax, legal, and regulatory support. Why are those products different?

A: The previous support policy for the Enterprise and EnterpriseOne products was a 4-5-6 policy, 4 years of error correction, 5 years of upgrade scripts, and 6 years of tax, legal, and regulatory support. The purpose of the Lifetime Support policy was to enhance our support offerings and not to decrease the level of support. To insure that we did not decrease the level of support that was previously provided to the Enterprise and EnterpriseOne customers, we will continue to provide them with 6 years of tax, legal, and regulatory updates.

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