

**Oracle's Hyperion Pre-System 9 Products:
Oracle Offers One Year of Extended Support - Free
Frequently Asked Questions as of August 30, 2008**

Q: What specifically is Oracle announcing?

A: We are announcing **one year** of Extended Support for the versions of Oracle's Hyperion products listed below for the period October 1, 2008 through September 30, 2009.

The Extended Support fee for this period has been waived for those program licenses for which customers have paid the System 9 Enablement Fee and for which technical support is continuously maintained.

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	Sep 2009	Indefinite
Analyzer 7.2.5	Mar 2006	Sep 2008	Sep 2009	Indefinite
Application Link 7	Jun 2004	Sep 2008	Sep 2009	Jun 2010
Hub 7.2.5	Mar 2006	Sep 2008	Sep 2009	Indefinite
Remote Authentication Module 7.2.5	Mar 2006	Sep 2008	Sep 2009	Indefinite
Application Builder (J2EE and .NET) 7.2	Jan 2005	Sep 2008	Sep 2009	Indefinite
Business Modeling 4.0.5	Jun 2006	Sep 2008	Not Offered	Indefinite
Business Rules 4.0.2	Dec 2005	Sep 2008	Sep 2009	Indefinite
Central 7	Jul 2004	Not Offered	Not Offered	Indefinite
Essbase (includes EAS, EIS, EDS, and ESS) 7.1.6	Aug 2006	Sep 2008	Sep 2009	Indefinite
Financial Management 4.0.2	Dec 2005	Sep 2008	Sep 2009	Indefinite
Financial Management 4.0.5	Mar 2006	Sep 2008	Sep 2009	Indefinite
Intelligence 8.5.0	Feb 2006	Sep 2008	Sep 2009	Indefinite
Metrics Builder 7.3	Jan 2005	Sep 2008	Sep 2009	Indefinite
Objects 7.0.2	Oct 2004	Sep 2008	Sep 2009	Indefinite
Planning Standard Edition 4.0.2	Dec 2005	Sep 2008	Sep 2009	Indefinite
Planning Standard Edition 4.0.5	Mar 2006	Sep 2008	Sep 2009	Indefinite
Planning 4.0.2	Dec 2005	Sep 2008	Sep 2009	Indefinite
Planning 4.0.5	Mar 2006	Sep 2008	Sep 2009	Indefinite
Performance Scorecard 4.0.1	Apr 2005	Sep 2008	Sep 2009	Indefinite
Performance Scorecard 4.0.5	Mar 2006	Sep 2008	Sep 2009	Indefinite
Reports 7.2.5	Mar 2006	Sep 2008	Sep 2009	Indefinite
Reports 7.2.1	Apr 2005	Sep 2008	Sep 2009	Indefinite
SQR 8.5.0	Feb 2006	Sep 2008	Sep 2009	Indefinite

Q: Why is Extended Support being offered?

A: Oracle Premier Support for these products and versions will end on September 30, 2008 as previously announced. Extended Support will be available for one year following the expiration of Premier Support. These releases will move into indefinite Sustaining Support as of October 1, 2009.

Q: Do I have to be on a specific Service Pack in order to obtain critical fixes after September 30, 2008?

A: Once a release moves into Extended Support, fixes are only created for the current patch set (service pack) of the versions listed above.

Q: If I have not completed my upgrade to a newer release of the products listed above by September 30 2008, will I have to pay Extended Support fees?

A: You have a decision to make about whether or not your business requires Extended Support or if it is acceptable to migrate directly to Sustaining Support. New fixes are not covered by Sustaining Support. If you determine you need Extended Support, you will have to purchase it.

Q: If I decide to purchase Extended Support, what is the fee?

A: The Extended Support fee is calculated as a 10% uplift over your current Premier Support fees for the applicable product(s).

Q: What if I decide not to take advantage of Extended Support?

A: Once Premier Support expires, these releases will move to Sustaining Support.

Q: Can I request and receive Extended Support for Oracle's Hyperion products as listed above for longer than the announced 1 year?

A: No, once the Extended Support period expires, these releases will move into Sustaining Support.

Q: If I have any further questions, who can I contact?

A: Your Support Sales representative is available to assist you with any pricing questions that you may have. To learn more about the latest releases of Oracle Enterprise Performance Management and Business Intelligence solutions click [here](#).

Additional Reference Material

- [Lifetime Support](#) information
- [Lifetime Support Policy – Oracle Applications](#)
- [Oracle Technical Support Policies](#)

This document is for informational purposes only and may not be incorporated into a contract. Technical Support Services are provided in accordance with Oracle's Technical Support Policies.