

ORACLE INFORMATION-DRIVEN SUPPORT

Oracle Lifetime Support Policy

Oracle Retail Applications

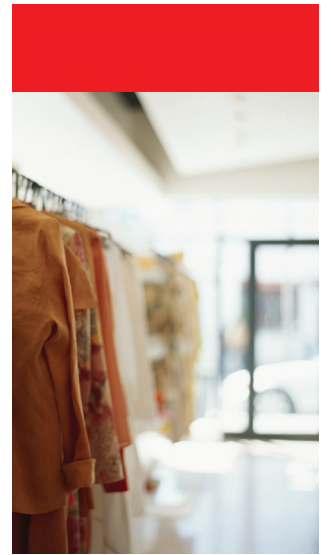


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ORACLE IS THE INFORMATION COMPANY

Oracle Retail

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 Oracle Customers

- Oracle Retail applications include the former Retek, ProfitLogic, and 360Commerce applications.
- Oracle Lifetime Support Policy defines specific support time frames for all Oracle Retail applications, allowing you to plan for your upgrades.
- For older releases of Oracle Retail products that are not defined under the Oracle Lifetime Support Policy, Oracle will continue to provide indefinite Sustaining Support.

Oracle Lifetime Support Policy

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 (Oracle Database and Oracle Fusion Middleware) and Oracle Retail Application products (formerly Retek, ProfitLogic, and 360Commerce). 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: Setting the Industry Standard

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 Retail Applications, beginning with Release 11, 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

Due to the unique constraints of the early releases of retail applications, for Oracle Retail Application releases prior to Release 11, we are providing limited Premier Support for seven years from the release general availability date. The limited Premier Support for the application releases prior to Release 11 will allow you to benefit from

- Major product and technology releases
- Technical support
- Updates and fixes

There are selected releases prior to Release 11 that will follow the full Premier Support components for five years. Please refer to the application support charts within this document.

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*
- 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."

Oracle Lifetime Support: Coverage for Oracle Retail Applications

Support does not follow the Lifetime Support Policy.

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](#).

Oracle Retail Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Active Retail Intelligence 9	May 2000	May 2007	Not Available	Indefinite
Active Retail Intelligence 10	Mar 2002	Mar 2011	Not Available	Indefinite
Active Retail Intelligence 11	Aug 2004	Aug 2010	Aug 2012	Indefinite
Active Retail Intelligence 12	Jun 2006	Jun 2011	Jun 2014	Indefinite
Active Retail Intelligence 13	Apr 2008	Apr 2013	Apr 2016	Indefinite
Advanced Inventory Planning 11.3	May 2005	May 2010	May 2013	Indefinite
Advanced Inventory Planning 11.4	Sep 2005	Sep 2010	Sep 2013	Indefinite
Advanced Inventory Planning 12	May 2007	May 2012	May 2015	Indefinite
Advanced Inventory Planning 12.1	Jan 2008	Jan 2013	Jan 2016	Indefinite
Advanced Inventory Planning 13	Jun 2008	Jun 2013	Jun 2016	Indefinite
Allocation 9.2	Sep 2001	Sep 2008	Not Available	Indefinite
Allocation 10	Sep 2002	Sep 2011	Not Available	Indefinite
Allocation 11	Aug 2004	Aug 2012	Aug 2015	Indefinite
Allocation 11.1	Jun 2005	Jun 2012	Jun 2015	Indefinite
Allocation 12	Jun 2006	Jun 2011	Jun 2014	Indefinite
Allocation 13	Apr 2008	Apr 2013	Apr 2016	Indefinite
Assort 10	Mar 2002	Mar 2011	Not Available	Indefinite
Category Management 12	Jun 2006	Jun 2011	Jun 2014	Indefinite
Category Management 12.1	Apr 2008	Jun 2011	Jun 2014	Indefinite
Category Management 13	Apr 2008	Apr 2013	Apr 2016	Indefinite
Co-Managed Inventory Xt 6.0 Platform	Oct 2003	Oct 2010	Not Available	Indefinite
Co-Managed Inventory Xt 6.1 Platform	Jan 2004	Jan 2011	Not Available	Indefinite
Co-Managed Inventory – Demand Option Xt 6.0 Platform	Oct 2003	Oct 2010	Not Available	Indefinite
Co-Managed Inventory – Demand Option Xt 6.1 Platform	Jan 2004	Jan 2011	Not Available	Indefinite
Co-Managed Inventory – Demand Option Xt 6.2 Platform	May 2004	May 2011	Not Available	Indefinite
Co-Managed Inventory – Demand Option Xt 6.3 Platform	Oct 2004	Oct 2009	Oct 2012	Indefinite
Co-Managed Inventory – Replenishment Option Xt 6.3 Platform	Oct 2004	Oct 2009	Oct 2012	Indefinite
Commerce 2.2	Jan 2000	Jan 2007	Not Available	Indefinite
Commerce 10	Jan 2002	Jan 2009	Not Available	Indefinite
Curve 10	Feb 2002	Feb 2009	Not Available	Indefinite
Curve 10.5	Jan 2004	Jan 2011	Not Available	Indefinite
Curve 11.1	Apr 2005	Apr 2010	Apr 2013	Indefinite
Customer Order Management 10	Mar 2002	Mar 2009	Not Available	Indefinite

Oracle Retail Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Customer Order Management 10.5	Feb 2004	Feb 2011	Not Available	Indefinite
Customer Order Management 11	Oct 2004	Oct 2009	Oct 2012	Indefinite
Data Warehouse 9.1	Oct 2000	Oct 2007	Not Available	Indefinite
Data Warehouse 9.2	Jul 2001	Jul 2008	Not Available	Indefinite
Data Warehouse 9.3	Feb 2002	Feb 2009	Not Available	Indefinite
Data Warehouse 10	Mar 2002	Mar 2010	Not Available	Indefinite
Data Warehouse 10.1	Jul 2002	Jul 2011	Not Available	Indefinite
Data Warehouse 10.2	Nov 2002	Nov 2011	Not Available	Indefinite
Data Warehouse 11	Dec 2004	Dec 2012	Dec 2015	Indefinite
Data Warehouse 12	Jun 2006	Jun 2011	Jun 2014	Indefinite
Data Warehouse 13.0	Apr 2008	Apr 2013	Apr 2016	Indefinite
Distribution Management 8	Jan 2000	Jan 2007	Not Available	Indefinite
Distribution Management 9	Mar 2000	Mar 2007	Not Available	Indefinite
Distribution Management 9.1	May 2000	May 2007	Not Available	Indefinite
Distribution Management 9.2	Jan 2001	Jan 2008	Not Available	Indefinite
Distribution Management 10	Mar 2002	Mar 2009	Not Available	Indefinite
Distribution Management 10.1	Jul 2002	Jul 2009	Not Available	Indefinite
Distribution Management 10.2	Nov 2002	Nov 2009	Not Available	Indefinite
Distribution Management 10.3	Jun 2003	Jun 2011	Not Available	Indefinite
Distribution Management 10.4	Feb 2004	Feb 2011	Not Available	Indefinite
Warehouse Management System 12.0	Jun 2006	Jun 2011	Jun 2014	Indefinite
Warehouse Management System 13.0	Apr 2008	Apr 2013	Apr 2016	Indefinite
Exchange v 6.1	Jan 2004	Jan 2011	Not Available	Indefinite
Exchange v 6.2	May 2004	May 2011	Not Available	Indefinite
Exchange v 6.3	Oct 2004	Oct 2009	Oct 2012	Indefinite
Extract Transform and Load 1.6	May 2002	May 2009	Not Available	Indefinite
Extract Transform and Load 1.7	Jul 2002	Jul 2009	Not Available	Indefinite
Extract Transform and Load 10.2	Sep 2002	Sep 2010	Not Available	Indefinite
Extract Transform and Load 10.3	Dec 2002	Dec 2011	Not Available	Indefinite
Extract Transform and Load 11	Jun 2003	Jun 2008	Jun 2011	Indefinite
Extract Transform and Load 11.1	Sep 2003	Sep 2008	Sep 2011	Indefinite
Extract Transform and Load 11.2	Aug 2004	Aug 2009	Aug 2012	Indefinite

Oracle Retail Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Extract Transform and Load 11.3	Aug 2005	Aug 2010	Aug 2013	Indefinite
Extract Transform and Load 13	Apr 2008	Apr 2013	Apr 2016	Indefinite
Financial Interface 8	Jun 1999	Jun 2006	Not Available	Indefinite
Financial Interface 9	May 2000	May 2007	Not Available	Indefinite
Grade 9.1	May 2000	May 2007	Not Available	Indefinite
Grade 11.1	Sep 2004	Sep 2009	Sep 2012	Indefinite
Integration Bus 10	Mar 2002	Mar 2010	Not Available	Indefinite
Integration Bus 10.1	Jun 2002	Jun 2010	Not Available	Indefinite
Integration Bus 10.2	Jan 2003	Jan 2010	Not Available	Indefinite
Integration Bus 10.3	Jun 2003	Jun 2011	Not Available	Indefinite
Integration Bus 11	Aug 2004	Aug 2012	Aug 2015	Indefinite
Integration Bus 12	Jun 2006	Jun 2011	Jun 2014	Indefinite
Integration Bus 13	Apr 2008	Apr 2013	Apr 2016	Indefinite
Invoice Matching 10.2	Jun 2003	Jun 2011	Not Available	Indefinite
Invoice Matching 11	Aug 2004	Aug 2012	Aug 2015	Indefinite
Invoice Matching 12	Jun 2006	Jun 2011	Jun 2014	Indefinite
Invoice Matching 13	Apr 2008	Apr 2013	Apr 2016	Indefinite
Item Planning 12	Jun 2006	Jun 2011	Jun 2014	Indefinite
Item Planning 12.1	Jun 2007	Jun 2012	Jun 2015	Indefinite
Item Planning 13.0	Apr 2008	Apr 2013	Apr 2016	Indefinite
Merchandise Financial Planning 12	Jun 2006	Jun 2011	Jun 2014	Indefinite
Merchandise Financial Planning 12.1	May 2007	May 2012	May 2015	Indefinite
Merchandise Financial Planning 13.0	Apr 2008	Apr 2013	Apr 2016	Indefinite
Merchandising System (RMS, ReSA, RTM) 8	Jun 1999	Jun 2006	Not Available	Indefinite
Merchandising System (RMS, ReSA, RTM) 9	May 2000	May 2011	Not Available	Indefinite
Merchandising System (RMS, ReSA, RTM) 10.1	Jun 2002	Jun 2011	Not Available	Indefinite
Merchandising System (RMS, ReSA, RTM) 10.2	Mar 2004	Mar 2011	Not Available	Indefinite
Merchandising System (RMS, ReSA, RTM) 10.6	Feb 2004	Feb 2011	Not Available	Indefinite
Merchandising System (RMS, ReSA, RTM) 11	Aug 2004	Aug 2012	Aug 2015	Indefinite
Merchandising System (RMS, ReSA, RTM) 12	Jun 2006	Jun 2011	Jun 2014	Indefinite
Merchandising System (RMS, ReSA, RTM) 13	Apr 2008	Apr 2013	Apr 2016	Indefinite
Navigator 11	Jan 2005	Jan 2010	Jan 2013	Indefinite
Navigator 11.1	May 2005	May 2010	May 2013	Indefinite
Platform 11	Aug 2004	Aug 2012	Aug 2015	Indefinite

Oracle Retail Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Point-of-Sale 10.4	Oct 2004	Oct 2011	Not Available	Indefinite
Point-of-Sale 11	Dec 2004	Dec 2009	Dec 2012	Indefinite
Point-of-Sale 11.1	July 2006	July 2011	July 2014	Indefinite
Portal 11	Aug 2004	Aug 2009	Aug 2012	Indefinite
Predictive Application Server 9.4	May 2000	May 2007	Not Available	Indefinite
Predictive Application Server 11	Sep 2002	Sep 2007	Sep 2010	Indefinite
Predictive Application Server 11.1	Sep 2004	Sep 2012	Sep 2015	Indefinite
Predictive Application Server 11.2	Sep 2005	Sep 2010	Sep 2013	Indefinite
Predictive Application Server 12	Jun 2006	Jun 2011	Jun 2014	Indefinite
Predictive Application Server 12.1	Jun 2007	Jun 2012	Jun 2015	Indefinite
Predictive Application Server 13.0	Apr 2008	Apr 2013	Apr 2016	Indefinite
Value Chain Collaboration 12	Jun 2006	Jun 2011	Jun 2014	Indefinite
Value Chain Collaboration 12.1	Apr 2007	Apr 2012	Apr 2015	Indefinite
Price Management 9	Jan 2001	Jan 2008	Not Available	Indefinite
Price Management 10.1	Oct 2002	Oct 2011	Not Available	Indefinite
Price Management 11	Oct 2004	Oct 2012	Oct 2015	Indefinite
Price Management 12	Jun 2006	Jun 2011	Jun 2014	Indefinite
Price Management 13	Apr 2008	Apr 2013	Apr 2016	Indefinite
Promote 10.5	Jan 2004	Jan 2011	Not Available	Indefinite
Promote 11.1	Apr 2005	Apr 2010	Apr 2013	Indefinite
Promote 13.0	Jun 2008	Jun 2013	Jun 2016	Indefinite
Promotion Planning Xt 6.2 Platform	May 2004	May 2011	Not Available	Indefinite
Promotion Planning Xt 6.3 Platform	Oct 2004	Oct 2009	Oct 2012	Indefinite
Replenishment Optimization 9	May 2000	May 2007	Not Available	Indefinite
Replenishment Optimization 10	Mar 2002	Mar 2009	Not Available	Indefinite
Replenishment Optimization 10.1	Sep 2003	Sep 2010	Not Available	Indefinite
Replenishment Optimization 10.2	Jan 2003	Jan 2010	Not Available	Indefinite
Replenishment Optimization 12.1	Aug 2007	Aug 2012	Aug 2015	Indefinite
Replenishment Optimization 13	Apr 2008	Apr 2013	Apr 2016	Indefinite
Retail.com - Oracle Retail Design 12.0	Hosted	Indefinite	N/A	N/A
Retail.com - Oracle Retail Design 12.0	Jun 2006	Jun 2011	Jun 2014	Indefinite
Retail.com - Oracle Retail Webtrack 12.0	Hosted	Indefinite	N/A	N/A
Retail.com - Oracle Retail Webtrack 12.0	Jun 2006	Jun 2011	Jun 2014	Indefinite

Oracle Retail Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Security Manager 11	Jan 2005	Jan 2010	Jan 2013	Indefinite
Security Manager 11.1	May 2005	May 2010	May 2013	Indefinite
Service Layer 11	Dec 2004	Dec 2012	Dec 2015	Indefinite
Service Layer 11.1	May 2005	May 2013	May 2016	Indefinite
Service Layer 13	Apr 2008	Apr 2013	Apr 2016	Indefinite
Store Inventory Management 10.3	Dec 2003	Dec 2010	Not Available	Indefinite
Store Inventory Management 10.4	Oct 2004	Oct 2011	Not Available	Indefinite
Store Inventory Management 11	Dec 2004	Dec 2012	Dec 2015	Indefinite
Store Inventory Management 11.1	Jul 2006	Jul 2011	Jul 2014	Indefinite
Store Inventory Management 12.0	Sep 2007	Sep 2012	Sep 2015	Indefinite
Store Inventory Management 13.0	Apr 2008	Apr 2013	Apr 2016	Indefinite
Store Replenishment Planning 9.1.5	Jan 2003	Jan 2008	Jan 2011	Indefinite
Store Systems 9	Oct 2000	Oct 2011	Not Available	Indefinite
Store Systems 9.3	Aug 2002	Aug 2009	Not Available	Indefinite
Store Systems 10	Nov 2003	Nov 2010	Not Available	Indefinite
Supply Chain Optimization 10.3	Jul 2003	Jul 2010	Not Available	Indefinite
Supply Chain Optimization 10.4	Nov 2004	Nov 2011	Not Available	Indefinite
Supply Chain Optimization 12.0	Feb 2007	Feb 2012	Feb 2015	Indefinite
Supply Chain Optimization 12.1	Aug 2007	Aug 2012	Aug 2015	Indefinite
Vendor Managed Inventory 9.1	May 2000	May 2007	Not Available	Indefinite
Workbench 10	Mar 2002	May 2009	Not Available	Indefinite
Workbench 10.1	Oct 2003	Oct 2010	Not Available	Indefinite
Workspace 13	Apr 2008	Apr 2013	Apr 2016	Indefinite
Demand Forecasting 9.1	May 2000	May 2011	Not Available	Indefinite
Demand Forecasting 9.5	Mar 2002	Mar 2009	Not Available	Indefinite
Demand Forecasting 10	Mar 2002	Mar 2009	Not Available	Indefinite
Demand Forecasting 10.5	Jan 2004	Jan 2011	Not Available	Indefinite
Demand Forecasting 11.1	Apr 2005	Apr 2010	Apr 2013	Indefinite
Demand Forecasting 12	Jun 2006	Jun 2011	Jun 2014	Indefinite
Demand Forecasting 12.1	Jun 2007	Jun 2012	Jun 2015	Indefinite
Demand Forecasting 13	Apr 2008	Apr 2013	Apr 2016	Indefinite
RPAS for Item Planning 9.4 KeyPlan	Mar 2002	Mar 2009	Not Available	Indefinite

Oracle Retail Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
RPAS for Item Planning 10	Sep 2003	Sep 2011	Not Available	Indefinite
RPAS for Merchandise Financial Planning 9.4 (TopPlan)	Mar 2002	Mar 2009	Not Available	Indefinite
RPAS for Merchandise Financial Planning 10.5	Sep 2003	Sep 2011	Not Available	Indefinite
Promote 10	Mar 2002	Mar 2009	Not Available	Indefinite
Plan Pre-Season 2.0	Jan 2005	Jan 2012	Not Available	Indefinite
Plan Pre-Season 2.1	Mar 2005	Mar 2010	Mar 2013	Indefinite
Plan Pre-Season 2.5	Jun 2006	Jun 2011	Jun 2014	Indefinite
Place 2.3	Jun 2005	Jun 2010	Jun 2013	Indefinite
Pricing-for-Profit 2.7	Jul 2003	Jan 2010	Not Available	Indefinite
Pricing-for-Profit 2.8	Sep 2003	Sep 2010	Not Available	Indefinite
Pricing-for-Profit 3.0	Oct 2003	Oct 2010	Not Available	Indefinite
Price Optimization 3.2	Apr 2004	Apr 2011	Not Available	Indefinite
Price Optimization 4.0	Sep 2004	Sep 2009	Sep 2012	Indefinite
Price Optimization 4.1	Jan 2005	Jan 2010	Jan 2013	Indefinite
Price Optimization 4.5	Sep 2005	Sep 2010	Sep 2013	Indefinite
Price Optimization 12	Jul 2006	Jul 2011	Jul 2014	Indefinite
Price Optimization 12.1	Oct 2007	Oct 2012	Oct 2015	Indefinite
Promotion Planning and Optimization 12.1	Oct 2007	Oct 2012	Oct 2015	Indefinite
Promotion Planning and Optimization 13.0	Apr 2008	Apr 2013	Apr 2016	Indefinite
Promotion Intelligence 12.1	Oct 2007	Oct 2012	Oct 2015	Indefinite
Promotion Intelligence 13.0	Apr 2008	Apr 2013	Apr 2016	Indefinite
Regular Price Optimization 13.0	May 2008	May 2013	May 2016	Indefinite
*Calculation Engine 3.0	Sep 2004	Sep 2011	Not Available	Indefinite
*Calculation Engine 4.0	Sep 2005	Sep 2010	Sep 2013	Indefinite
Merchant Desktop 1.1	Aug 2005	Aug 2010	Aug 2013	Indefinite
Merchant Desktop 1.2	Sep 2005	Sep 2010	Sep 2013	Indefinite
Merchant Desktop 1.3	Oct 2005	Oct 2010	Oct 2013	Indefinite
Point-of-Service 4.0	Jan 2001	Jan 2008	Not Available	Indefinite
Point-of-Service 5.0	Mar 2002	Mar 2009	Not Available	Indefinite
Point-of-Service 5.1	Dec 2002	Dec 2009	Not Available	Indefinite

Oracle Retail Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Point-of-Service 5.5	Jan 2003	Jan 2010	Not Available	Indefinite
Point-of-Service 6.0	Aug 2003	Aug 2010	Not Available	Indefinite
Point-of-Service 6.1	May 2004	May 2011	Not Available	Indefinite
Point-of-Service 7.0	Mar 2005	Mar 2012	Not Available	Indefinite
Point-of-Service 7.1	Oct 2005	Oct 2012	Not Available	Indefinite
Point-of-Service 8.0	Mar 2007	Mar 2012	Mar 2015	Indefinite
Point-of-Service 12.0	Sep 2007	Sep 2012	Sep 2015	Indefinite
Point-of-Service 13.0	Jul 2008	Sep 2013	Sep 2016	Indefinite
Back Office 1.0	Mar 2002	Mar 2009	Not Available	Indefinite
Back Office 1.5	Jan 2003	Jan 2010	Not Available	Indefinite
Back Office 2.0	Aug 2003	Aug 2010	Not Available	Indefinite
Back Office 6.1	May 2004	May 2011	Not Available	Indefinite
Back Office 7.0	Mar 2005	Mar 2012	Not Available	Indefinite
Back Office 7.1	Oct 2005	Oct 2012	Not Available	Indefinite
Back Office 8.0	Mar 2007	Mar 2012	Mar 2015	Indefinite
Back Office 12	Sep 2007	Sep 2012	Sep 2015	Indefinite
Back Office 13	Jul 2008	Sep 2013	Sep 2016	Indefinite
Mobile Point-of-Service 1.0	Oct 2000	Oct 2007	Not Available	Indefinite
Mobile Point-of-Service 1.5	Jan 2001	Jan 2008	Not Available	Indefinite
Mobile Point-of-Service 7.1	Oct 2005	Oct 2012	Not Available	Indefinite
Mobile Point-of-Service 8.0	Mar 2007	Mar 2012	Mar 2015	Indefinite
Mobile Point-of-Service 12	Sep 2007	Sep 2012	Sep 2015	Indefinite
Decentralized Inventory Management 1.0	Jan 2003	Jan 2010	Not Available	Indefinite
Decentralized Inventory Management 2.0	Aug 2003	Aug 2010	Not Available	Indefinite
Decentralized Inventory Management 3.0	Mar 2005	Mar 2012	Not Available	Indefinite
Central Office 1.9	May 2004	May 2011	Not Available	Indefinite
Central Office 2.0	Mar 2005	Mar 2012	Not Available	Indefinite
Central Office 8.0	Mar 2007	Mar 2012	Mar 2015	Indefinite
Central Office 12	Sep 2007	Sep 2012	Sep 2015	Indefinite
Central Office 13	Jul 2008	Sep 2013	Sep 2016	Indefinite

Oracle Retail Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Tour Guide 4.0	Jan 2001	Jan 2008	Not Available	Indefinite
Tour Guide 5.0	Mar 2002	Mar 2009	Not Available	Indefinite
Tour Guide 5.1	Dec 2002	Dec 2009	Not Available	Indefinite
Tour Guide 5.5	Jan 2003	Jan 2010	Not Available	Indefinite
Tour Guide 6.0	Aug 2003	Aug 2010	Not Available	Indefinite
Tour Guide 6.1	May 2004	May 2011	Not Available	Indefinite
Tour Guide 7.0	Mar 2005	Mar 2012	Not Available	Indefinite
Tour Guide 7.1	Oct 2005	Oct 2012	Not Available	Indefinite
360Enterprise Workforce Management 5.2	Jun 2005	Jun 2012	Not Available	Indefinite

The Oracle Retail products will fall under the Oracle Lifetime Support Policy components and time frames beginning with Release 11 of the products. There are selected earlier releases that will also adhere to the Oracle Lifetime Support Policy time frames. Releases that do not adhere to the current Oracle Lifetime Support Policy time frames will receive limited Premier Support components: access to new releases, technical support, and updates and fixes. Prior releases not listed on the chart will receive indefinite Sustaining Support.*If it has been sold as a component of another application, Calculation Engine will be supported as long as the specific application release is supported.

Oracle's Advanced Visual Technology Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Retail Focus 4.7.030	Jan 2005	Dec 2010	Not Available	Indefinite
Retail Focus 4.8.004	Jun 2006	Dec 2010	Not Available	Indefinite
Retail Focus 4.8.016	Jul 2007	Dec 2010	Not Available	Indefinite
Retail Focus 4.9.006	Oct 2008	Oct 2013	Not Available	Indefinite
Retail Focus Enterprise 4.7.030	Jan 2005	Dec 2010	Not Available	Indefinite
Retail Focus Enterprise 4.8.004	Jun 2006	Dec 2010	Not Available	Indefinite
Retail Focus Enterprise 4.8.016	Jul 2007	Dec 2010	Not Available	Indefinite
Retail Focus Enterprise 4.9.006	Oct 2008	Oct 2013	Not Available	Indefinite
Retail Focus Merchandiser 5.2.007	Aug 2007	Dec 2010	Not Available	Indefinite
Retail Focus Merchandiser 5.2.10	Dec 2007	Dec 2010	Not Available	Indefinite
Retail Focus Merchandiser 5.4.6	Nov 2008	Dec 2010	Not Available	Indefinite
eViewer 5.2.3407.1217	Aug 2007	Dec 2010	Not Available	Indefinite
eViewer 5.2.3708.1106	Nov 2008	Dec 2010	Not Available	Indefinite

Oracle's Advanced Visual Technology Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
eMaintenance 5.2.3407.1217	Aug 2007	Dec 2010	Not Available	Indefinite
eMaintenance 5.2.3708.1106	Nov 2008	Dec 2010	Not Available	Indefinite
eMerchandiser 5.2.3407.1217	Aug 2007	Dec 2010	Not Available	Indefinite
eMerchandiser 5.2.3708.1106	Nov 2008	Dec 2010	Not Available	Indefinite
eDesigner 5.2.3407.1217	Aug 2007	Dec 2010	Not Available	Indefinite
eDesigner 5.2.3708.1106	Nov 2008	Dec 2010	Not Available	Indefinite
eReporting 7.10.3077	Dec 2007	Dec 2010	Not Available	Indefinite
eReporting Ad Hoc 7.10.3077	Dec 2007	Dec 2010	Not Available	Indefinite

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

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

CONTACT US

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

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