

ORACLE INFORMATION-DRIVEN SUPPORT

Oracle Lifetime Support Policy

Oracle Technology Products

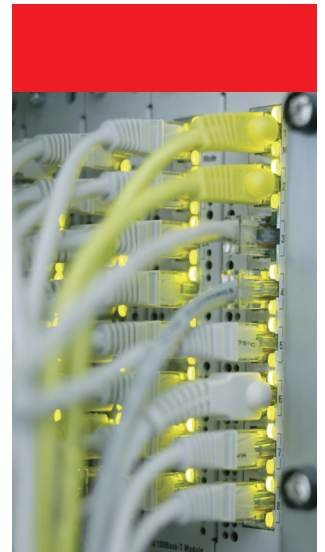


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ORACLE IS THE INFORMATION COMPANY

Oracle Technology

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

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 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*, My Oracle Support, POINT Support Portal, AVT Support Portal, Global Support Portal System
- 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 Applications Unlimited: The Choice Is Yours

Oracle Applications Unlimited and the Lifetime Support Policy represent our commitment to deliver an Oracle 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 those built on Oracle Fusion Middleware, when it makes business sense.

The choice is yours.

Oracle Lifetime Support: Coverage for Oracle Technology Products

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](#), POINT Support Portal, or AVT Support Portal, Global Support Portal System

Oracle Database Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
8.1.7	Sep 2000	Dec 2004	Dec 2006	Indefinite
9.2	Jul 2002	Jul 2007	Jul 2010	Indefinite
10.1	Jan 2004	Jan 2009	Jan 2012	Indefinite
10.2	Jul 2005	Jul 2010	Jul 2013	Indefinite
11.1	Aug 2007	Aug 2012	Aug 2015	Indefinite

Extended Support is only offered against the terminal patchset for a release. Customers using Oracle Database 9.2 on Fujitsu Siemens BS2000 will receive a fee waiver for Extended Support until December 2009. For more-detailed information on bug fix and patch release policies, please refer to the "Error Correction Support Policy" on [OracleMetaLink](#).

Oracle's Ikan Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
CWD4ALL (All releases)	Not Available	Not Available	Not Available	Aug 2009

Support for all CWD4ALL releases will end August 31, 2009. Customers are advised to use the Oracle-branded product, Oracle SQL Developer Data Modeling.

Oracle Collaboration Suite Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
9.0.3	Dec 2002	Oct 2005	Not Available	Not Available
9.0.4	Apr 2004	Mar 2007	Not Available	Mar 2010
10.1	Aug 2005	Aug 2010	Aug 2013	Indefinite

Support retirement dates have already been announced for Oracle Collaboration Suite 9.0. For more-detailed information on bug fix and patch release policies, please refer to the "Error Correction Support Policy" on [OracleMetalink](#).

Oracle Enterprise Manager Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle Grid Control 10.1	Feb 2004	Feb 2009	Feb 2012	Indefinite
Oracle Grid Control 10.2*	Oct 2005	Nov 2011	Nov 2014	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 10g R3 (10.2.0.3), 10g R4 (10.2.0.4), and 10g R5 (10.2.0.5) are patchset releases of Oracle Grid Control 10.2 and as such fall under the support time frames for Oracle Grid Control 10.2. For more-detailed information on bug fix and patch release policies, please refer to the "Error Correction Support Policy" on [OracleMetalink](#).

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 2013	Jan 2016	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 Available	Not Available
5.1	Oct 2004	Oct 2006	Not Available	Not Available
6.0	Sep 2005	Sep 2008	Sep 2009	Indefinite
7.0	Feb 2007	Feb 2012	Feb 2015	Indefinite
11.2.1	May 2009	May 2014	May 2017	Indefinite

The releases of the Oracle Database Enterprise Edition Option *In-Memory Database Cache* will follow the same support timeframe as the associated Oracle TimesTen In-Memory Database releases.

Oracle Berkeley DB (Formerly Sleepycat) Releases

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 Available	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 2009	Dec 2011	Indefinite
10.3	Apr 2007	Dec 2012	Dec 2015	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.

For Oracle products which require or embed Oracle Database Lite (for example Oracle Mobile Field Service and Oracle E-Business Suite), Oracle Database Lite will be supported according to the support schedule of those products, even if the support dates extend beyond those for Oracle Database Lite support.

Oracle Reliaty Backup Release

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
3.1.3.x	Not Available	Aug 2007	Not Available	Not Available

Customers should plan to migrate to Oracle Secure Backup 10.1.

Oracle Secure Backup Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
10.1	Apr 2006	Dec 2008	Not Available	Indefinite
10.2	Nov 2007	May 2010	Not Available	Indefinite

Oracle Warehouse Builder Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
9.2	Jul 2003	Oct 2007	Not Available	Oct 2010
10.1	Apr 2004	Jul 2007	Not Available	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 Available	Not Available
8.94	Dec 2004	Dec 2008	Not Available	Not Available

Oracle's Auptyma Release

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Java Application Monitoring (All Releases)	Dec 2005	Jan 2008	Jan 2008	Not Available

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).

Oracle's Moniforce Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
UXinsight 4.3x	Oct 2007	Jun 2008	Not Available	Not Available
UXinsight 4.4	Feb 2008	Dec 2008	Not Available	Not Available
webProbe 3.2.x 32bit	Jun 2005	Not Available	Not Available	Dec 2010
webProbe 3.6.x (32 and 64 bit)	Jun 2007	Not Available	Not Available	Dec 2010
webProbe 3.6.4 64bit	Jan 2008	Dec 2009	Not Available	Dec 2010
webSensor Enterprise 3.2.x 32bit	Jun 2005	Not Available	Not Available	Dec 2010
webSensor Enterprise 3.6.x (32 and 64 bit)	Jun 2007	Not Available	Not Available	Dec 2010
webSensor Enterprise 3.6.4 64bit	Jan 2008	Dec 2009	Not Available	Dec 2010
webSensor Commerce 3.2.x 32bit	Jun 2005	Not Available	Not Available	Not Available
webSensor Commerce 3.6.x (32 and 64 bit)	Jun 2007	Not Available	Not Available	Not Available
webSensor Commerce 3.6.4 64bit	Jan 2008	Jan 2009	Jan 2009	Jan 2009
webAlarm	Not Available	Jan 2009	Jan 2009	Jan 2009
Oracle-Branded Releases				
Oracle Real User Experience Insight 4.4.1	Mar 2008	Dec 2009	Dec 2010	Dec 2011

The migration path for webAlarm is to use Oracle's existing service-level monitoring solution.

Oracle Express Server Release

Release	GA Date	Network Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle Express Server 6.3.4	Jul 2002	Dec 2007	Not Available	Dec 2010

Oracle Gateway Release 9.2

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle Access Manager for AS/400	Jul 2002	Jul 2007	Not Available	Indefinite
Oracle Transparent Gateway for DB2/400	Jul 2002	Jul 2007	Not Available	Indefinite
Oracle Transparent Gateway for DRDA	Jul 2002	Jul 2007	Not Available	Indefinite
Oracle Procedural Gateway for APPC	Jul 2002	Jul 2007	Not Available	Indefinite
Oracle Procedural Gateway for IBM MQ Series	Jul 2002	Jul 2007	Not Available	Indefinite
Oracle Transparent Gateway for DB2	Jul 2002	Jul 2007	Not Available	Indefinite

Oracle Gateway Release 10.1

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle Access Manager for AS/400	Jan 2004	Jan 2009	Not Available	Indefinite
Oracle Transparent Gateway for DB2/400	Jan 2004	Jan 2009	Not Available	Indefinite
Oracle Transparent Gateway for DRDA	Jan 2004	Jan 2009	Not Available	Indefinite
Oracle Procedural Gateway for APPC	Jan 2004	Jan 2009	Not Available	Indefinite
Oracle Transparent Gateway for DB2	Jan 2004	Jan 2009	Not Available	Indefinite

Oracle Gateway Release 10.2

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle Access Manager for AS/400	Jul 2005	Jul 2010	Not Available	Indefinite
Oracle Transparent Gateway for DB2/400	Jul 2005	Jul 2010	Not Available	Indefinite
Oracle Transparent Gateway for DRDA	Jul 2005	Jul 2010	Not Available	Indefinite
Oracle Procedural Gateway for APPC	Jul 2005	Jul 2010	Not Available	Indefinite
Oracle Procedural Gateway for WebSphere MQ	Jul 2005	Jul 2010	Not Available	Indefinite
Oracle Transparent Gateway for DB2	Jul 2005	Jul 2011	Not Available	Indefinite

Oracle's TripleHop Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
MatchPoint 2.x	Jun 2002	Not Available	Not Available	Not Available
MatchPoint 3.x	Oct 2003	Not Available	Not Available	Sep 2008

Customers should plan to migrate to Oracle Secure Enterprise Search 10.1.8.x.

Oracle Application Express (Formerly HTML DB)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
1.6	Jul 2005	Dec 2008	Not Available	Indefinite
2.0	Sep 2005	Dec 2008	Not Available	Indefinite
2.2	Aug 2006	Aug 2009	Not Available	Indefinite
3.0	Mar 2007	Mar 2010	Not Available	Indefinite
3.1	Feb 2008	Feb 2011	Not Available	Indefinite
3.2	Feb 2009	Feb 2012	Not Available	Indefinite

Oracle Fail Safe Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle Fail Safe 3.3.2	Nov 2002	Jul 2007	Not Available	Indefinite
Oracle Fail Safe 3.3.3	Apr 2004	Mar 2009	Not Available	Indefinite
Oracle Fail Safe 3.3.4	Nov 2005	Jul 2010	Not Available	Indefinite

Oracle's Empirix Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
e-TEST suite 5.x and earlier	Not Available	Not Available	Not Available	Not Available
e-TEST suite 6.x	Not Available	Not Available	Not Available	Not Available
e-TEST suite 7.x	Not Available	Not Available	Not Available	Not Available
e-TEST suite 8.0	Mar 2005	Not Available	Not Available	Not Available
e-TEST suite 8.1	Jun 2006	Not Available	Not Available	Not Available
e-TEST suite 8.2	Apr 2007	Not Available	Not Available	Jun 2009
Oracle Branded Releases				
Oracle Application Testing Suite 8.3	Jun 2008	Jun 2010	Jun 2012	Indefinite
Oracle Application Testing Suite 8.4	Sep 2008	Sep 2010	Sep 2012	Indefinite

Oracle's ClearApp Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Acsera Manager 5.1	Not Available	Not Available	Not Available	Not Available
QuickVision 6.0	Not Available	Not Available	Not Available	Jun 2010
QuickVision 6.1	Not Available	Not Available	Not Available	Indefinite
QuickVision 7.0	Not Available	Dec 2009	Dec 2010	Indefinite
QuickVision 7.5	Sep 2008	Dec 2010	Dec 2011	Indefinite
Oracle-Branded Releases				
Oracle Composite Application Monitor and Modeler 10.2.0.4	Nov 2008	Oct 2010	Oct 2013	Indefinite

The migration path for QuickVision 7.5 is to use Oracle Composite Application Monitor and Modeler. Oracle Composite Application Monitor and Modeler is part of Oracle Grid Control release 10.2.x. To be eligible for Premier Support and Extended Support coverage, a mandatory patch for QuickVision 7.0 must be applied.

Oracle's mValent Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
mValent Integrity 3.x and earlier	Jan 2006	Not Available	Not Available	Not Available
mValent Integrity 4.0	Jan 2006	Not Available	Not Available	Not Available
mValent Integrity 4.1.x	Jan 2006	Not Available	Not Available	Not Available
mValent Integrity 4.2.x	Dec 2007	Not Available	Not Available	Not Available
mValent Integrity 5.0.x	Dec 2007	Not Available	Not Available	Dec 2011
mValent Integrity 5.1.x	Sep 2008	Not Available	Not Available	Dec 2011
mValent Integrity 5.2.x	Dec 2008	Not Available	Not Available	Dec 2012
mValent Integrity 5.3.x	Feb 2009	Dec 2011	Dec 2013	Indefinite

Oracle Lifetime Support: Coverage for Oracle Exadata Storage Server Software

Oracle Exadata Storage Server Software

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
11.1.x	Sep 2008	Sep 2013	Not Available	Indefinite

Oracle Lifetime Support: Coverage for Oracle Enterprise Linux and Oracle VM

Oracle 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 Oracle Enterprise Linux and Oracle VM Support policies. For further details, please refer to the Oracle Enterprise Linux and Oracle VM Support policies.

Oracle Enterprise Linux Basic Support Time Frames

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
3	Oct 2003	Oct 2006	Oct 2010	Not Available
4	Feb 2005	Feb 2008	Feb 2012	Not Available
5	Mar 2007	Mar 2010	Mar 2014	Not Available

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

Oracle Enterprise Linux Network Support Time Frames

Release	GA Date	Network Support Ends	Extended Support Ends	Sustaining Support Ends
3	Oct 2003	Oct 2008	Not Available	Not Available
4	Feb 2005	Feb 2010	Not Available	Not Available
5	Mar 2007	Mar 2012	Not Available	Not Available

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

Oracle Virtual Iron Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Virtual Iron Extended Enterprise Edition and Virtual Iron Enterprise Edition 4.0.4 and earlier	Sep 2007	Not Available	Not Available	Not Available
Virtual Iron Extended Enterprise Edition and Virtual Iron Enterprise Edition 4.0.5	Sep 2007	Not Available	Not Available	Indefinite
Virtual Iron Extended Enterprise Edition and Virtual Iron Enterprise Edition 4.1.4	Oct 2007	Not Available	Not Available	Indefinite
Virtual Iron Extended Enterprise Edition and Virtual Iron Enterprise Edition 4.2.9	Dec 2007	Not Available	Not Available	Indefinite
Virtual Iron Extended Enterprise Edition and Virtual Iron Enterprise Edition 4.2.11	Jan 2008	Not Available	Not Available	Indefinite
Virtual Iron Extended Enterprise Edition and Virtual Iron Enterprise Edition 4.2.13	Jan 2008	Not Available	Not Available	Indefinite
Virtual Iron Extended Enterprise Edition and Virtual Iron Enterprise Edition 4.2.14	Feb 2008	Not Available	Not Available	Indefinite
Virtual Iron Extended Enterprise Edition and Virtual Iron Enterprise Edition 4.3.8	Apr 2008	Not Available	Not Available	Indefinite
Virtual Iron Extended Enterprise Edition 4.4.13	Sep 2008	Sep 2009	Not Available	Indefinite
Virtual Iron Extended Enterprise Edition 4.4.15	Oct 2008	Oct 2009	Not Available	Indefinite
Virtual Iron Extended Enterprise Edition 4.5.13	Jan 2009	Jan 2010	Not Available	Indefinite
Virtual Iron Extended Enterprise Edition 4.5.16	Feb 2009	Feb 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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