

Waiver of Extended Support Frequently Asked Questions

May 4, 2009

Q: What specifically is Oracle announcing?

A: We are announcing the waiver of Extended Support fees for a number of our major product lines through 2010 and 2011. The products and releases that are affected are:

- ✓ Oracle E-Business Suite 11i Release 10, through November 2011.
- ✓ JD Edwards EnterpriseOne 8.11, through December 2010.
- ✓ Siebel Customer Relationship Management (CRM) 7.8, through May 2011.
- ✓ Oracle Database 10g Release 2, through July 2011.
- ✓ PeopleSoft Enterprise 8.9, through June 2011.

We are also announcing an extension to the Sustaining Support policy announced last year for the Oracle E-Business Suite 11i Release 9. Sustaining Support will include fixes for Severity 1 production issues and will include one statutory update: a US 1099 update for 2009 year end. The extension will be in effect through June 2010.

Q: Why is Oracle providing the waiver of the Extended Support fees for these products/releases?

A: We've been listening to the feedback from all of our various customers and user groups, especially the OAUG. Unprecedented fluctuations in economies across the globe are making business as usual a thing of the past. Our customers have been asking us for additional time to plan and budget for their next product upgrade. While you focus on the challenges of today's economy, let Oracle focus on your success and help you protect and extend your current technology investments.

Q: Does this announcement mean that Oracle is waiving the fee for Extended Support for all of your product lines?

A: The waiver of the Extended Support fees are specific to the products, releases, and dates noted above.

Q; Does this mean that I shouldn't plan to upgrade to the newer releases of my product lines?

A: No. This announcement was made in response to our customer feedback provided through individual customers and the OAUG Support Council. The driving force behind the request was, in these uncertain times, for you to have more time to plan and budget for the upgrade to the newest release of your product. We encourage our customers to evaluate the newer releases of their product line and make plans to upgrade as soon as it makes business sense to do so. For more information about the benefits of upgrading to the newer releases of your product line, please review the information at [Get Started on the Upgrade Path](#).

Q: One component of the announcement is that Oracle will provide support for US 1099s in 2009 for the Oracle E Business Suite 11i Release 9; will there be legislative and regulatory updates for other regions?

A: No, this exception is only for 2009 US 1099 year-end updates. US 1099 is one of the most common tax forms in use; many businesses and organizations must file thousands of 1099s each year. Support for US 1099 in the second year of Sustaining Support for EBS 11i9 has been included because this regulation affects many of our customers who are still running the EBS 11i9 release.

Q: Do I have to be on the terminal patch set release to receive new fixes or Critical Patch Updates (CPUs) once my product moves into Extended Support?

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A: Once a release moves into Extended Support, fixes, tax, legal, and regulatory updates, and CPUs, are only created against the terminal patch set codeline that was available at the end of the Premier Support stage.

Q: If I have not completed my upgrade to a newer release of my product when the Extended Support waiver ends, will I have to pay Extended Support fees?

A: When the waiver of Extended Support ends, you will have a decision as to whether or not to continue to receive the components of Extended Support or to migrate directly to Sustaining Support. If you decide to continue to receive Extended Support, then you need to purchase Extended Support.

Q: If I decide to purchase Extended Support after the first year waiver, what would be the fee for Extended Support?

A: The Extended Support fee, which would now be for the second year of Extended Support, would be calculated as a 20 percent uplift over your current Premier Support fees for the E-Business Suite, JD Edwards EnterpriseOne, Siebel CRM, and Database products. The pricing remains as defined within the current Oracle price list for the second year of Extended Support. For the PeopleSoft Enterprise product, the Extended Support fee will be calculated based upon the Extended Support period in which your 8.9 product is within.

Q: The JD Edwards EnterpriseOne 8.11 and PeopleSoft Enterprise 8.9 releases currently receive a 6th year of support for tax, legal, and regulatory updates. Will this announcement have any affect on my receiving those regulatory updates?

A: No, there will not be any changes or affect on your tax, legal, and regulatory updates due to this announcement. You will actually receive all of the advantages of Extended Support, without any additional fees for the first year of Extended Support for the JD Edwards 8.11 release and through June 2011 for the PeopleSoft Enterprise release.

Q: Do I have to sign up for Extended Support in order to receive the first year waiver of the Extended Support fee?

A: No, all customers will receive the waiver of the first year of Extended Support fee for the products included within the announcement. Once the release moves into the second year of Extended Support, or July 2011 for the PeopleSoft Enterprise 8.9 products, if you would like to receive the components of Extended Support, then you would need to contact your Support Sales representative to purchase the service.

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. For more information regarding the Lifetime Support Policy, go to [Lifetime Support Policy | Oracle Support | Oracle](#).