ORACLE
RIGHTNOW
CLOUD SERVICE

An Oracle Policy Document
Last Update: May 1, 2017

Software Lifecycle Policy for Oracle Service Cloud

(Oracle RightNow Cloud Service)

Introduction

Oracle releases updated versions of the Oracle Service Cloud four (4) times per year. Each software release of the Oracle Service Cloud is subject to a standard lifecycle and end-of-life date. Specifics are outlined in this Software Lifecycle Policy (the "Policy"). This Policy supplements the Oracle Cloud Change Management Policy within the Oracle Cloud Hosting and Delivery Policies document and is incorporated into any order for Oracle Service Cloud. In the event of any conflict between this Policy and the Oracle Cloud Hosting and Delivery Policies, this Policy will govern.

Software Release Naming Convention

The name of each Oracle Service Cloud release will include the month and year that Oracle makes the release generally available to commercial customers (e.g., "Oracle Service Cloud February 2016"). This naming convention provides a simple, straightforward way to identify releases within the periodic release schedule.

Software Lifecycle Policy

Oracle will provide support for Oracle Service Cloud releases for the last five (5) releases (the "GA releases"), with the exception of customers who provisioned Oracle Service Cloud before June 1, 2017. For those customers, Oracle will support eight (8) GA releases. With each subsequent release, the oldest GA release will be considered at its End of Life ("EOL").

Agent Browser User Interface is a single version service that is regularly updated. Agent Browser User Interface is supported for the last five (5) Oracle Service Cloud releases for all customers, independent of when Oracle Service Cloud was provisioned.

Due to potential adverse impacts to and risks associated with the performance, functionality, use and security of EOL versions of Oracle Cloud Services, Oracle strongly recommends that customers complete an upgrade to a current supported version of the Oracle Service Cloud prior to any EOL date. In the event of failure to complete the upgrade prior to the End of Life of that version, the following will apply:

- Notwithstanding anything to the contrary in the applicable contract and order, performance and delivery of the Oracle Service Cloud, an EOL release version is an "as is" and "as available" basis without any warranty of any kind. By its continued access to or use of the EOL release version, the customer assumes all risk associated with the use of such version (including but not limited to all risks outlined below).
- An EOL release version is not eligible for support, software patches, or service packs of any kind.
- The Program Documentation associated with Oracle Service Cloud may no longer accurately reflect the functionality and capabilities of an EOL version.
- At Oracle's sole discretion, Oracle may disable certain features of the Oracle Service Cloud or require that the customer upgrade to a more current release version of the service at any time. Such feature disablement or service upgrade may be required due to reasons such as data security, product stability and interoperability, and legal or regulatory requirements.
- Oracle may terminate or suspend the Oracle Service Cloud at its discretion if the customer fails to upgrade as described in this document.

Upgrade Scheduling

Customers who provisioned an Oracle Service Cloud site before June 1, 2014 must request and complete an upgrade before the site reaches End of Life. Qualified sites will be entered into the Auto Upgrade Program; refer to 'What is the Auto Upgrade Program?' for more details.

Customers who provisioned an Oracle Service Cloud site after June 1, 2014 will be automatically enrolled in the Auto Upgrade Program, ensuring these sites are upgraded quarterly to the latest release.   Refer to 'What is the Auto Upgrade Program?' for more details.

To plan for or discuss a future upgrade and to learn about Oracle RightNow professional service packages designed to facilitate upgrade implementations, please contact your account executive.

Service Packs

In addition, five (5) service pack iterations are typically released on a regular schedule following the general availability of each major product release. For information on service packs and its release schedule, refer to Answer ID 7221: Oracle Service Cloud – Service Packs.

Deprecation of Product Features

Oracle may from time to time deprecate features as set forth in the Oracle Cloud Hosting and Delivery Policies. For information about major feature deprecations, refer to Answer ID 5974: Oracle RightNow Deprecations. While Oracle will make reasonable efforts to communicate feature deprecations, Oracle reserves the right to deprecate, modify, or remove features from any future release without prior notice.

Communications of Policy Updates

Future updates to this Policy will be posted on www.oracle.com/contracts.