

Oracle Premier Support and Oracle Lifetime Support Policy Frequently Asked Questions January 15, 2008

Lifetime Support Policy Overview

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 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 also puts you in control of your upgrade strategy. Our 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 be there to support your business. With Lifetime Support, when it’s time to upgrade, and if you are current on technical support, 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.

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, and once Extended Support expires for those releases, you can receive Sustaining Support for as long as you license your Oracle products. For releases that do not have an Extended Support stage, Sustaining Support will be available upon the expiration of Premier Support.

Premier Support provides you with maintenance and support for your Oracle database, middleware, and applications for five years from the release general availability date. You benefit from:

- ✓ Major product and technology releases
- ✓ Technical support
- ✓ Updates, fixes, security alerts, datafixes, and critical patch updates
- ✓ Tax, legal, and regulatory updates
- ✓ Upgrade scripts or tools
- ✓ 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 linked within this document or included within the Oracle Technical Support Policies or Lifetime Support datasheet.

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Oracle's Extended Support provides an additional 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, datafixes, and critical patch updates
- ✓ Tax, legal, and regulatory updates
- ✓ Upgrade scripts or tools
- ✓ Certification with most existing third-party products/versions
- ✓ Certification with most new Oracle products

Extended Support may not include certification with new third-party products/versions.

Once Premier Support expires, if you chose 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 will 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/PeopleSoft Customer Connection/Siebel SupportWeb
- ✓ Fixes, patches, datafixes, 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, datafixes, and critical patch updates
- ✓ New tax, legal, and regulatory updates
- ✓ New upgrade scripts
- ✓ Certification with new third-party products/versions
- ✓ Certification with other Oracle products

Lifetime Support Policy Components at a Glance

	Premier Support	Extended Support	Sustaining Support
Major Product and Technology Releases	✓	✓	✓
Technical Support	✓	✓	✓
Access to Knowledge Base (Oracle MetaLink/PeopleSoft Customer Connection/Siebel SupportWeb)	✓	✓	✓
Updates, Fixes, Security Alerts, datafixes, and Critical Patch Updates	✓	✓	Pre-Existing Only
Tax, Legal, and Regulatory Updates	✓	✓	No
Upgrade Scripts	✓	✓	Pre-Existing Only
Certification with most existing Third-Party Products	✓	✓	No
Certification with most new Third-Party Products	✓	No	No
Certification with most new Oracle products	✓	No	No
Certification with most existing Oracle products	✓	✓	No

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Oracle's Continued Commitment to PeopleSoft and JD Edwards Customers

Oracle's Lifetime Support policy further extends Oracle's support for PeopleSoft and JD Edwards applications. In fact, your support is more generous under the Oracle Lifetime Support Policy than it was previously.

- ✓ For currently supported PeopleSoft and JD Edwards releases, we are offering Premier Support for five years from their general availability date. This is an extension of an additional year over the former PeopleSoft Support policy.
- ✓ For JD Edwards EnterpriseOne XE and 8.0 customers, we are offering Premier Support through 2013.
- ✓ For PeopleSoft Enterprise 8.8, we are offering Extended Support through 2011 for several products. Review the support charts for the Extended Support timeframe for your individual products. Oracle will also be offering a direct upgrade path from PeopleSoft Enterprise 8.8 to Fusion.
- ✓ For JD Edwards World customers, we will be offering a direct upgrade path from both JD Edwards World releases A7.3, A8.1, and A9.1 to Oracle Fusion Applications.

Oracle's Continued Commitment to Siebel Customers

- ✓ Oracle's Lifetime Support Policy further extends Oracle's support for Siebel applications. In fact, your support is more generous under the Oracle Lifetime Support Policy than it was under Siebel.
- ✓ For Siebel Customer Relationship Management, Siebel Incentive Compensation Management, and Siebel Business Analytics versions 7.7 and 7.8, we are offering Premier Support for five years from the applications' general availability date. We will also offer Extended Support, for an additional three years of support. This is a significant extension beyond the previous Siebel support policy.
- ✓ For Siebel Customer Relationship Management and Siebel Incentive Compensation Management 7.5.3 customers, we are offering Premier Support through 2008 and Extended Support through 2010.
- ✓ For Siebel Customer Relationship Management 6.x customers, we are offering indefinite Sustaining Support.

Our Continued Commitment to Oracle Retail Customers

Oracle's Lifetime Support policy further extends Oracle's support for the retail applications (formerly Retek, ProfitLogic, and 360Commerce)

- ✓ The Lifetime Support Policy defines specific support time frames for all Retail applications, allowing you to plan for your upgrades.
- ✓ For older releases of Retail products that are not defined under the Oracle Lifetime Support policy, Oracle will continue to provide indefinite Sustaining Support.

Release Information

Refer to the document titled ["Lifetime Support Policy: Coverage for Applications & Server Technologies"](#) (PDF) for specific server technology and application programs that are, or will be, covered by the Lifetime Support policy. For information relative to the support timeframes for Oracle Enterprise Linux, please refer to the document titled [Lifetime Support Policy: Coverage for Enterprise Linux](#).

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Oracle Premier Support Program and Lifetime Support Policy Frequently Asked Questions

To help you quickly locate the answers to your questions, this FAQ is categorized into five sections:

Section I: Oracle Premier Support Program

Section II: General Lifetime Support

Section III: Extended Support

Section IV: Product Releases

Section V: Oracle Retail Applications

Section I: Oracle Premier Support Program

Q: What is Oracle Premier Support?

A: Oracle Premier Support is the next generation of Oracle Support. It is a harmonization of best practices from Oracle, PeopleSoft, and Siebel replacing Oracle's Standard Product Services, PeopleSoft Support and Siebel Support programs. Offered to every Oracle customer, Oracle's award-winning support has been recognized by industry experts as offering a premier level of support.

Premier Support contributes to a superior ownership experience in many ways, including:

Continuous Product Enhancements

Oracle Support customers receive rights to future product releases, product upgrades, security updates, and patches and fixes, as well as tax, legal and regulatory updates. You can stay focused on your core business knowing that Oracle Support will provide you with the latest technologies, industry best practices, and new product advancements.

Unmatched Global Reach

With extensive global reach, our support organization is unmatched in breadth of knowledge, size, and scale. You have access to 24x7 real-time support for mission-critical issues through our Global Support Center. With 17 major hubs on 5 continents, our global reach enables us to support you in any time zone in which you do business. Our 7,000 support experts provide in-depth product and technical expertise in 27 languages. Oracle provides you with the right solution for your entire technology stack—from database to middleware to applications.

Advanced Support Technologies

Oracle *Premier Support* delivers the most advanced support technologies that automate the people-intensive processes required to maintain enterprise systems. Our advanced support technologies help you run your systems more efficiently by providing faster problem resolution, faster system performance and faster updates, all of which will lower your total cost of ownership.

Technology Leadership

Oracle's vision, along with our innovative product and support roadmap, are designed to ensure our customer's technology future. You benefit from three decades of commitment to research, product and

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technology development and expert knowledge—all aimed at providing you with the most tightly integrated suite of enterprise applications in the industry.

The Assurance of our Lifetime Support Policy

As a *Premier Support* customer, you will also benefit from our Lifetime Support Policy, the first and only in the industry to cover the entire technology stack—database, middleware and applications—from five years to forever. No matter what release you're running, Oracle Support will help you unlock the full value of your Oracle products. And because you have rights to major product and technology releases and our next-generation technology such as Fusion, it's easier than ever to make your upgrade strategy an integral part of your business strategy. For you, this means an even greater competitive advantage. With Oracle's Lifetime Support Policy you are always in control.

Q: If I currently have a contract for Oracle Standard Support, legally referred to as Software Update License and Support, will I have to sign a new contract for Oracle Premier Support?

A: No, Oracle Premier Support replaces the term Oracle Standard Support and incorporates Software Update License and Support. As long as you are current on your technical support fees, you will receive Oracle Premier Support and will not have to sign a new contract for Premier Support.

Q: If I am a customer of a recently acquired company, do I have to pay additional fees to receive Premier Support?

A: No, when you have your first support renewal under Oracle, you will migrate to Oracle's Premier Support for your current annual support fees, plus any contractual annual fee increase. There are no additional fees for you to receive Premier Support.

Section II: General Lifetime Support

Q: What is the Oracle Lifetime Support Policy?

A: Our customers have been asking for a comprehensive and flexible support policy, and we delivered. Oracle's Lifetime Support Policy is the first and only in the industry to cover the entire technology stack—database, middleware and applications. The Lifetime Support Policy provides you with access to technical support for as long as you license your products and consists of three separate components: Premier Support, Extended Support, and Sustaining Support. Our *Premier* support stage provides a standard five-year support policy for Oracle Technology and Application products. You can extend support for an additional three years for specific releases with our *Extended* support option and then continue to receive technical support for as long as you license your Oracle solutions with our *Sustaining* support option.

Q: What support is included as part of the three components of Lifetime Support?

A: Premier Support provides maintenance and support on the Oracle database, middleware, and applications for five-years from the release general availability date. Premier Support provides:

- ✓ Major product and technology releases
- ✓ Technical support
- ✓ Updates, fixes, security alerts, 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 provides:

- ✓ Major product and technology releases
- ✓ Technical Support
- ✓ Updates, fixes, security alerts, and critical patch updates
- ✓ Tax, legal, and regulatory updates

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- ✓ Upgrade scripts
- ✓ Certification with most existing third-party products/versions
- ✓ Certification with most new Oracle products

Extended Support may not include certification with new third-party products/versions.

Once Premier Support expires, if you chose not to purchase Extended Support if available, or when Extended Support expires, Sustaining Support will be available for as long as you license your Oracle products. With Sustaining Support, you will 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/PeopleSoft Customer Connection/Siebel SupportWeb
- ✓ Fixes, patches, and critical patch updates that were created during Premier Support
- ✓ Upgrade scripts/tools that were created during Premier Support

Sustaining Support does not include:

- ✓ New updates, fixes, security alerts, and critical patch updates
- ✓ New tax, legal, and regulatory updates
- ✓ New upgrade scripts
- ✓ Certification with new third-party products/versions
- ✓ Certification with other Oracle products

Q: How is the Lifetime Support Policy different from the former Oracle Extended Maintenance Support for Database and Oracle Extended Support offerings?

A: Prior to the Lifetime Support Policy, Oracle provided two options in addition to the standard support for products, Extended Maintenance Support and Extended Support.

Previous Extended Maintenance Support:

- ✓ was offered only for the Oracle database products
- ✓ was offered for an additional fee
- ✓ had to be purchased within 2-years after the end of Standard Support
- ✓ support timeframe varied by database release

The Extended Maintenance Support is being replaced by the new *Extended Support* option, which will be available across the entire Oracle stack of products; database, middleware, and applications, at an additional fee. Extended Support will have a consistent defined timeframe, for those releases on which it is offered, of an additional three-years of support, allowing you to more effectively plan for your upgrades.

Previous Extended Support:

- ✓ was previously offered on various products for various timeframes
- ✓ timeframe available was announced in conjunction with a desupport notice
- ✓ timeframe available varied by product and release

The previous Extended Support will be replaced by *Sustaining Support*, which will be available for all products from the end of either the Premier Support period or the Extended Support period, for as long as you license your product and you are current on technical support.

Q: Is there going to be an additional maintenance fee associated with the Lifetime Support Policy?

A: Premier Support is offered to all Oracle customers purchasing a new license for 22% of their license fees. For our current customers, Premier Support is offered for your current annual support fee, there is no additional fee for Premier Support. Only the Extended Support option, when offered on a release, will require an additional fee.

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Q: Does the cost for support decrease as levels of support decrease over time?

A: No. The majority of the support fees go towards product R&D and you retain the rights to future releases. Only a small percentage of your annual maintenance fees apply directly to software fixes. Our goal is to provide continual product enhancement in new releases that you can upgrade to and take advantage of.

Q: Why will Oracle not provide patches and fixes indefinitely?

A: For those releases on which we know our customers will require an additional period of support, we are providing the Extended Support option. After eight years, the number of newly discovered issues is very small, but the costs of maintaining development environments is cost prohibitive. The comprehensive breadth of our support policy, database, middleware, and over 800 applications, results in Oracle having to maintain hundreds of development environments to replicate problems and develop and test resolutions for each supported release. As we move out into year 9 and beyond, it becomes cost prohibitive to maintain the required environments.

Also, many of the items required by Oracle to continue to provide support on a product, such as compilers, themselves become desupported by their vendors, making it impossible for Oracle to continue to create new fixes and patches indefinitely.

Section III: Extended Support

Q: If Extended Support is offered for a release, do we have to purchase the Extended Support if we are running that release?

A: No, you have a choice as to whether you purchase Extended Support or migrate directly to Sustaining Support. Extended Support is an option for customers who are not able to upgrade to a newer supported release of our product by the time the Premier Support stage expires. Oracle allows your business to drive your decision as to whether or not you require the components of Extended Support.

Q: If I would like to receive the components of Extended Support, do I need to purchase Extended Support?

A: Yes, if you would like to continue to receive new fixes, new updates, new critical patch updates, new tax, legal, and regulatory updates during the Extended Support stage, then you would need to purchase Extended Support. If you do not need to continue to receive new updates, then you would migrate directly to Sustaining Support. Oracle provides you with the option to make the choice that makes the most sense for your business.

Q: What is the pricing for the Extended Support option?

A: We've announced a simple and predictable support policy, and our Extended Support pricing will follow that principle. Extended Support will be offered on specific defined releases for a period of 3 years following the end of the Premier Support period, so, years 6 – 8 in the life of the product.

For the first year of the Extended Support period, year 6 in the life of the product, the additional fee will be calculated as 10% of the your current annual support fee. For example, if your annual support fee is \$100, the fee for Extended Support would be \$10 and your total fee for support would be \$110 (\$100 + \$10).

For years two and three, years 7 and 8 in the life of the product, the additional fee will be calculated as 20% of the your current annual support fee. For example, if your annual support fee is \$100, the fee for Extended Support would be \$20 and your total fee for support would be \$120 (\$100 + \$20). When you move into the Sustaining Support period, your annual support fee would continue to be the base fee of \$100.

Q: Will customers be able to purchase Extended Support past the three-year support period?

A: No, you will not be able to purchase Extended Support beyond three years.

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Q: Can we purchase Extended Support for a release that does not have an Extended Support option?

A: No, you can only purchase Extended Support for the releases that have an Extended Support option.

Q: Whom do I need to contact to if I would like to purchase Extended Support?

A: If you would like to purchase Extended Support, you can contact your Support Sales Manager, and he/she can assist you with the purchase. If you do not know whom your support sales contact is, go to, [Global Technical Support Contacts | Oracle Support](#), to find the contact information.

Q: If I will be needing Extended Support during the third year of the Extended Support period, since that is when I am planning my upgrade, do I need to purchase Extended Support for the first and second year, to be able to purchase it in year 3?

A: If you don't need the components of Extended Support until the third year of Extended Support, then you would just simply purchase it for the timeframe that you require Extended Support. You do not need to purchase Extended Support in years 1 and 2 if you do not need it. Your business needs should drive your Extended Support requirements.

Q: If I purchase Extended Support during the third year of the Extended Support period, but it is my first time to purchase Extended Support, what uplift do I pay for Extended Support? Should I pay the uplift for the first year of Extended Support, since it is my first year to purchase, or the uplift for the third year?

A: The Extended Support fee is calculated based upon the Extended Support period. If you purchase Extended Support, during the third year of the Extended Support period, then you pay the uplift associated with the third year of Extended Support, which is 20%, even if it is the first time that you have purchased Extended Support.

Q: Why does Oracle charge for Extended Support ?

A: Extended Support is an optional choice for our customers. We provide our customers with 5 years of Premier Support, which is more generous than our competitors within the industry. We understand that for some of our product releases, customers may require additional time to plan or complete their upgrades and so we offer Extended Support.

The fee for Extended Support is a 10% uplift over the cost of Premier Support for the first year of Extended Support, and a 20% uplift over the cost of Premier Support for the second and third years. The additional fee allows Oracle to cover the ongoing costs of providing environments and resources for fixes, upgrade scripts, tax, legal and regulatory updates for an additional three years.

Section IV: Product Releases

Q: What effect does the Applications Unlimited announcement have on the Lifetime Support Policy?

A: The Applications Unlimited announcement again reinforces Oracle's commitment to our customer base. Applications Unlimited is Oracle's plan to continue providing ongoing enhancements to current Oracle Applications beyond the delivery of the Oracle Fusion Applications. Applications Unlimited will provide customers with more visibility into our existing product roadmaps and help them derive continual success with their current applications by delivering world-class development and support for years to come.

Q: Does the Application Unlimited announcement mean that I will receive indefinite Premier Support for my specific release?

A: The Applications Unlimited announcement states that Oracle will continue to enhance and support the current Oracle Application product lines. This does not change the announced Premier Support timeframes for any specific product releases. You should plan to continue to upgrade to newer releases of your product line to receive the benefits of Premier Support.

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Q: How does the Lifetime Support policy affect the former PeopleSoft customers?

A: Oracle's Lifetime Support Policy *further extends* support for PeopleSoft and JD Edwards applications as well. For currently supported PeopleSoft and JD Edwards releases, we are offering Premier Support for five years from their general availability date. This is an extension of an additional year over the previous PeopleSoft 4-5-6 Support policy. We will still continue to deliver tax, legal, and regulatory updates for six-years for the PeopleSoft Enterprise and JD Edwards EnterpriseOne applications. For JD Edwards Enterprise One XE and 8.0 customers, *Premier* support is now available through to 2013. And for PeopleSoft Enterprise 8.8 customers, we are offering an *Extended* support option through to 2011 as well as an upgrade from PeopleSoft Enterprise 8.8 to Fusion. We will also offer a direct upgrade path to the Oracle Fusion applications for World releases A7.3, A8.1, and A9.1.

Q: How does the Lifetime Support policy affect the former Siebel customers?

A: Oracle's Lifetime Support policy also further extends support for the Siebel application and technology releases. For the first time, support timeframes have been defined and announced for all Siebel products, providing you with the information that you require to plan your upgrade strategies. Lifetime Support providing 5 years of Premier Support is applicable to a number of the currently supported Siebel products, such as the 7.7.x and 7.8.x releases of Siebel Customer Relationship Management, Siebel Business Analytics, and Siebel Incentive Compensation Management. Lifetime Support has also been applied to all of the releases of the Retail Finance Foundation Services product.

Q: What products will be covered under the new Lifetime Support Policy?

A: The Lifetime Support policy will apply to all Oracle branded releases, that become Generally Available post September 2005. There are a couple of exceptions, that are noted within the Lifetime Support product charts.

Q: How does Lifetime Support policy affect releases that have already had desupport notices posted?

A: For those products and releases that have already had desupport dates posted on Oracle MetaLink, we will continue to honor those posted desupport dates and the new Lifetime Support Policy will not affect those releases. For PeopleSoft Enterprise products that have retired under the previous 4-year support policy, they remain retired but will receive indefinite Sustaining Support.

Q: What is the support timeframe for JD Edwards EnterpriseOne Xe and 8.0 releases, and why is the support for these releases different?

A: In early 2005 with the Oracle acquisition of PeopleSoft, Oracle announced extended support for the Xe release for two years, through to February 2007. Our decision to further extend Xe support beyond February 2007, until December 2013, was based upon two drivers. The first was that a large number of customers on Xe are also World customers, i.e. many are "co-existent" in the old J.D. Edwards parlance. We sought to address that by lining up the XE support with that of JD Edwards World, namely provide Premier Support on both sets of products until 2013. The second driver was that, as is the case for many of the multi-national organizations running the Xe product, a number of the customers have multiple instances and an overall migration was likely to take a number of years. Customers told us that they needed time beyond 2007 in order to get upgraded to newer releases. We reviewed models of shorter time frames, but to the point of the first driver, decided to align the support of Xe and 8.0 with that of World.

Q. Under the Lifetime Support Policy, which application releases will have an upgrade to Fusion?

A. Our plans for the E-Business Suite, is for releases 11i10 and 12 to have a direct path to the Oracle Fusion applications. For PeopleSoft Enterprise Releases 8.8, 8.9 and 9.0, JD Edwards EnterpriseOne releases 8.11 and 8.12, and JD Edwards World A7.3, A8.1, and A9.1 our plan is to provide direct paths to the Oracle Fusion applications.

Q: Oracle announced in March 2007, that Oracle would be waiving the first year fee for Extended Support for the Oracle9i database release 2. Are there any details that we should be aware of related to the waiver of the Extended Support fee?

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A: There are a few important points to note:

- ✓ The support timeframes for Oracle9i Database Release 2 will remain as previously announced.
- ✓ Support will be available through Extended Support for three additional years following the expiration of Premier Support. The release will move into indefinite Sustaining Support as of August 1, 2010.
- ✓ The 9.2.0.8 patch set will be the last patch set for the release.
- ✓ All Critical Patch Updates (CPUs) and Fixes created after August 1, 2007, will be based upon the 9.2.0.8 codeline

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Q: If I decide to purchase Extended Support for the Oracle9i database, 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 database product. The pricing remains as defined within the current Oracle price list for the second year of Extended Support.

Q: I'm running 9.2.0.8 but not planning to purchase Extended Support (ES) - will I still be entitled to download any future CPUs when they are released?

A: No. Critical Patch Update patches are only available to customers who have purchased Extended Support under the Lifetime Support Policy. Customers must have a valid Extended Support service contract to be able to download Critical Patch Update patches. Critical Patch Update patches may not be downloaded to update programs supported with Sustaining Support, or to update any unsupported programs.

Q: If I have an Oracle application running on the Oracle database, and the database is in the Extended Support period, will I have to pay for Extended Support for the database?

A: The answer to the question depends upon whether the application is certified to run on only the database release that is in the Extended Support period or if the Oracle application is certified to run on both that database and one that is in the Premier Support period.

Following our current policy, if the Oracle application is only certified to run on the Oracle database that is in the Extended Support period, you will not have to pay Extended Support for the database.

If the Oracle application you are running is certified to run on both the database release that is in the Extended Support period and also a release of the database that is in the Premier Support period, since you have the ability to upgrade to a new Premier supported release of the database, you would then need to pay for the Extended Support if you were to choose to remain on the older release of the database.

Q: How long will Oracle support current releases of PeopleTools?

A: Oracle is offering full support of PeopleSoft Enterprise product lines indefinitely as a component of the Applications Unlimited announcement. The PeopleTools product line will be supported for as long as the application is supported.

As in the past, this does not mean that all currently supported releases will be supported indefinitely; you will continue to need to apply minor upgrades to stay current and under Premier Support. PeopleTools fixes will continue to be delivered in minor releases and patches. Patches will continue to be provided on the current minor release only. Patches and Platform Certifications for a PeopleTools minor release will only be created from when that release is generally available until 12 months after the next minor release is generally available.

Applying a minor release upgrade of PeopleTools may also be required to stay current with versions of third party technologies and products as supported by the provider of the third party product.

Q: When Oracle states that you support upgrade scripts or tools for 5 years, what does that mean?

A: For the five years of Premier Support and the three years of Extended Support, if offered, Oracle will provide customers with upgrade scripts or tools from the release in Premier Support to the most current releases available.

Q: How long will Oracle provide error correction support for an upgrade script?

A: Oracle will support error correction for an upgrade script for the same timeframe as we support the destination release for the upgrade script. For example, if a customer is upgrading from PeopleSoft Enterprise HRMS 8.3 to PeopleSoft Enterprise HRMS 8.9, we will provide error correction support for the destination release. 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.

upgrade script for as long as we provide Premier and Extended Support for HRMS 8.9, the destination release.

Q: Premier Support provides five years of support from the release General Availability date, but, for the Enterprise and EnterpriseOne customers, on the release charts, they show 6 years of tax, legal, and regulatory support. Why are those products different?

A: The previous support policy for the Enterprise and EnterpriseOne products was a 4-5-6 policy, 4 years of error correction, 5 years of upgrade scripts, and 6 years of tax, legal, and regulatory support. The purpose of the Lifetime Support policy was to enhance our support offerings and not to decrease the level of support. To insure that we did not decrease the level of support that was previously provided to the Enterprise and EnterpriseOne customers, we will continue to provide them with 6 years of tax, legal, and regulatory updates as a component of their Premier Support.

Q: If I have installed Oracle E Business Suite 11.5.7 but have upgraded to the equivalent of 11.5.8 via Family Packs and RUPs, can I continue to receive Premier Support even though 11.5.7 Premier Support has ended? Can I request new bug fixes?

A: Unless the instance was installed as an 11.5.8 instance, or was upgraded via the 11.5.8 Maintenance Pack, it is still considered 11.5.7 and Premier Support is no longer available. Sustaining Support is available for 11.5.7 and will continue indefinitely. Sustaining Support includes access to existing fixes, but does not include any new bug fixes.

Section V: Oracle Retail Applications

Q: Previously within the Retail products, there were no types of upgrade tools available to us to utilize. What is Oracle Retail's definition of upgrade tools?

A: Oracle Retail's definition of upgrade tools will vary from product to product and from release to release. For the current releases we will provide a tool set that will assist you in upgrading your applications. Longer term we will improve our application architecture to support upgrades. The specific upgrade solution details for each release will be provided in the release documentation.

Q: What is Oracle Retail's third party certification policy?

A: During the Premier Support stage, Oracle Retail will communicate which new third party product major releases will be supported. Certifications will be determined prior to the general availability of a release. Any additions or changes to the list of third party products certified will be determined by Oracle Retail and communicated to you for your planning purposes.

Q: Does Oracle Retail plan to sunset any applications?

A: No. Oracle Retail plans to provide indefinite sustaining support for all past and current versions of our applications.

Q: If integration exists from one release to a previous release, will it be maintained in the next enterprise release (e.g. RMS 11 integrated with SIM 10)?

A: Integration that exists between a current enterprise to a previous enterprise release will not be maintained in the next release. For example, integration between RMS 11 and SIM 10 exists today and is supported, but when RMS 12 is released, integration from RMS 12 to SIM 10 will not be supported. Customers desiring to upgrade to RMS 12 and have SIM integration will be required to upgrade to SIM 12. Oracle Retail will maintain integration between products that existed within the previous enterprise release (e.g. RMS 11 integration with RDW 11 will be maintained and RMS 12 will integrate with RDW 12).

Q: Will patch releases continue on an application that is in the Sustaining Support stage?

A: Formal patch releases (e.g. quarter patches, 10.1.12) will no longer continue during the Sustaining Support stage.

Q: If I am running on an uncertified platform, what type of assistance can I expect that Oracle will provide to me if I have a problem?

A: Oracle supports maintenance-paying customers running Oracle Retail applications on uncertified platforms, subject to the following conditions:

1. Support will triage reported issues, but on certified technology platforms.
2. If support is able to reproduce an issue, sustaining engineering will fix it, test it on a certified platform and release the fix to the customer base.
3. If an issue cannot be reproduced, Oracle support will assume the issue is related to the uncertified technology stack, and will therefore close the issue without fixing it.