Oracle Market-Driven Support for Oracle Database 11g Release 2

Oracle Market-Driven Support for Oracle Database 11g Release 2 provides customers with additional time to finalize and implement their plans for upgrading business-critical databases to Oracle’s latest database technology.

PROTECT AND EXTEND ORACLE DATABASE TECHNOLOGY INVESTMENT

Oracle Advanced Customer Services offers Market-Driven Support for Oracle Database 11g Release 2 (11g R2) to extend the life of business-critical databases on that version and assist customers with upgrade planning to a fully supported release of the Oracle Database.

This offering includes the following service components:

- **Severity 1 Fixes**: Oracle will provide code fixes or workarounds to correct newly discovered issues that result in Severity 1 production incidents for Oracle Database 11gR2 instances.

- **Security Updates**: Oracle will continue to evaluate security-related risks and other newly discovered vulnerabilities that could potentially impact the terminal release of 11gR2 and provide critical security patches or updates that Oracle deems appropriate.

- **Upgrade Planning Workshop**: Oracle Advanced Customer Services will provide the customer with one Upgrade Planning Workshop designed to assist with developing an upgrade plan during the contract period. The goal is to help 11gR2 customers upgrade to a fully-supported release and reduce the risks associated with operating business-critical applications on a Sustaining Support release of the Oracle Database.

- **Technical Account Manager**: A Technical Account Manager (TAM) will serve as single point of contact for service related questions.

This service is available as shown in the table below:

<table>
<thead>
<tr>
<th>ORACLE DATABASE</th>
<th>AVAILABILITY</th>
</tr>
</thead>
</table>
| Oracle Database Enterprise Edition 11g Release 2 (11.2.0.4) | • Jan 2021 to Dec 2021  
• Jan 2022 to Dec 2022 |

**Key Features**
- Severity 1 Fixes or workarounds for newly discovered Severity 1 issues impacting production environments
- Security updates to address potential vulnerabilities and reduce downtime risks
- Upgrade planning workshop to help complete upgrade plans
- Technical Account Manager to assist with service delivery issues

**Key Benefits**
- Additional time and flexibility needed to make informed decisions about upgrading
- Reduces risk by applying proven and tested Severity 1 fixes for newly discovered Severity 1 bugs
This support offering is limited to the Oracle Database 11.2.0.4, and coverage does not extend to new certifications, third-party products, or any Java/JDK functionality, including Java components embedded in the database. The service also excludes any updates related to cryptography and network encryption. This offering does not include standard Security Patch Updates (SPUs).

The service description and details of all limitations can be found in the Oracle Software Technical Support Policy.

**Related Services**
The following optional services are available to assist customers with their database upgrade and modernization plans:
- Modernization and Upgrade Roadmap
- Upgrade Assurance Service
- Upgrade Support Service
- Consolidation Planning Service
- Transition Service
- Go-Live Support

**ORACLE ADVANCED CUSTOMER SERVICES**
Oracle Advanced Customer Services provides a range of services for Oracle Database products to help maximize availability, reduce risk, accelerate adoption of new technology, and gain faster return on investment.

**CONNECT WITH US**
Call +1.800.ORACLE1 or visit oracle.com/acs. Outside North America, find your local office at oracle.com/contact.

- blogs.oracle.com/advanced-customer-services

**Integrated Cloud Applications & Platform Services**

Copyright © 2019, Oracle and/or its affiliates. All rights reserved. This document is provided for informational purposes only, and the contents heretofore are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

This device has not been authorized as required by the rules of the Federal Communications Commission. This device is not, and may not be, offered for sale or lease, or sold or leased, until authorization is obtained.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.