

Oracle Market-Driven Support for Oracle Database 10g Release 2

ORACLE® Advanced Customer Services

PROTECT AND EXTEND ORACLE DATABASE TECHNOLOGY INVESTMENT

OPTIONAL SERVICES

The following optional services are available to assist customers with their upgrade plans.

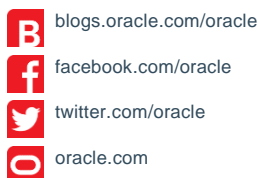
- Database Technology Upgrade
- Consolidation Planning
- Database Migration
- 12c Database Adoption Workshop
- Go-Live Support

CRITICAL DATABASE SUPPORT CUSTOMER VALUE

Advanced Customer Services provides a variety of Market-Driven Support offerings that provide an extended level of protection while customers complete their database upgrade plans.

- Mitigate risks associated with older technology releases
- Code fix or workarounds for new Severity 1 issues
- Assistance with upgrade planning

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For more information about Oracle Market-Driven Support for Oracle Database 10g Release 2, visit oracle.com/acs, email us at acs_ww@oracle.com, or call +1.800.ORACLE1 to speak to an Oracle representative.

This critical support offering provides 10gR2 customers with additional time to finalize and implement their plans for upgrading business-critical databases to Oracle's latest database technology.

Features of Market-Driven Support for Oracle Database (10gR2)

Oracle Advanced Customer Services offers a service to extend the life of business-critical 10gR2 databases, and assist customers with upgrade planning to ensure a smooth transition to a fully supported release of the Oracle Database. This offering, available through July 2019, includes the following three service components:

- Severity 1 Fixes or workarounds for newly discovered Severity 1 issues impacting production applications
- Security updates designed to address potential vulnerabilities and reduce downtime risks
- A database upgrade planning workshop to help customers successfully complete their upgrade plans

Severity 1 Fixes

This service component provides code fixes or workarounds to correct newly discovered issues that result in Severity 1 production incidents for Oracle Database instances running release 10gR2.

Security Updates

Oracle will continue to evaluate security-related risks and other newly discovered vulnerabilities that could potentially impact the terminal release of 10gR2.

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 10gR2 customers upgrade to a fully supported release and avoid the risks associated with operating business-critical applications on a Sustaining Support release of the Oracle Database.

Integrated Cloud Applications & Platform Services

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