



June 2020

Oracle Market-Driven Support for Oracle E-Business Suite 12.1

Oracle E-Business Suite Release 12.1.3 moves from Oracle Premier Support to Oracle Sustaining Support on January 1, 2022. Oracle Sustaining Support does not provide new fixes, updates or security patches.

If you are running Oracle-E-Business Suite Release 12.1.3 and plan to upgrade to Oracle E-Business Suite Release 12.2 or move to Oracle SaaS, but cannot complete the transition prior to January 1, 2022, you can use “Oracle Market-Driven Support for Oracle E-Business Suite 12.1”, offered by Oracle Advanced Customer Services (ACS), to bridge the support gap.

Oracle Market-Driven Support for Oracle E-Business Suite 12.1 can help you continue to operate safely and stably while you complete the project to move beyond Release 12.1. Available for 2022 and 2023, the ACS offering includes the following service components not available with Oracle Sustaining Support:

- Critical fixes, and/or workarounds for newly-discovered product issues resulting in Severity 1 and 2 Service Requests
- Periodic critical security patches and updates
- Legislative and regulatory updates, as well as payroll-tax updates for selected countries

Where to Find More Information

For more information about Oracle Market-Driven Support for Oracle E-Business Suite 12.1 and other ACS offerings that can help ensure the success of your transition from Release 12.1 and subsequent production phase, see:

- [Support for Oracle E-Business Suite R12.1 \(PDF\)](#)

- [Oracle Technical Support Policies \(PDF\)](#)
 - See “Business Critical Fixes and Limited Updates for Oracle E-Business Suite”
- [Oracle Advanced Customer Services for Oracle Applications on Oracle.com](#)