Oracle Software Technical Support Policies ~ Statement of Changes
Effective Date: 09-October-2026

This section describes the changes made to the Oracle Software Technical Support Policies dated August 17, 2026 and reflected in the Oracle Software Technical Support Policies dated October 9, 2026:

Additional Support Services Available for Purchase- Customer Success Services

- URLs in this section were updated as follows:

  - Oracle Functional Help Desk for Oracle Hospitality – URL has been removed as it is no longer a standalone document, and is found within the CSS Annual, Fixed Scope, and T&M Document
  - Oracle Standard Software Installation and Configuration for Systems and Software – URL has been updated and is now a standalone document found on the Services / CSS page of oracle.com - Oracle Standard Software Installation and Configuration for Systems and Software
  - Oracle Database Upgrade Service - URL has been removed as it is no longer a standalone document, and is found within the CSS Annual, Fixed Scope, and T&M Document

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August 17, 2026

Oracle Technical Support Levels – Software Update License & Support

- First paragraph, added a new last bullet: "Customers with a current Oracle Database support contract may use Oracle Database Security Central (the "Promotional Program") and receive Software Update License and Support at no additional license or support charge. This limited-use term license and associated Support are valid from the date that you download the Promotional Program from the Oracle Software Delivery Cloud (which can be found at https://edelivery.oracle.com/) through February 28, 2027. Your use of the Promotional Program and associated Support are governed by the terms of the Oracle license agreement (including, but not limited to, the Oracle Master Agreement or an Oracle-approved end user agreement); the applicable Oracle Licensing Rules in the Oracle License Definitions and Rules Booklet in effect at the time of download; and the applicable end user ordering document(s) that you entered into with Oracle or an Oracle partner for the Oracle Database. The Promotional Programs and associated Support are not provided as an inducement or reward for the purchase, use, endorsement or recommendation of, or testimonial for, any Oracle product or service, and is not

contingent on the purchase of any Oracle product or service by You, or any other performance by You other than the terms set forth herein. You acknowledge and confirm that You are permitted by all applicable laws, regulations, policies, and directives to accept the Promotional Programs. You agree that You will not download the Promotional Programs if You are not permitted to accept them."

August 7, 2026

Lifetime Support – Exceptions for customers with a current support contract running

- Added a new 13th exception: "**Java SE 17:** The Extended Support fee will be waived for the period October 2026 through September 2029. During this period, you will receive Extended Support as described in Oracle Technical Support Levels section below."

Global Customer Support Data Protection Practices

- Third paragraph, second sentence added "or Controlled Unclassified Information"
- Fourth paragraph, added "or Controlled Unclassified Information ("CUI") subject to FAR 52.240-7 or DFARS 252.204-7021 (or equivalent)"
- Added the following last new bullet: "For CUI, submit CUI (other than contact information required for Oracle to respond to the service request) only in the DOD Portal accessible at Usgov.support.oracle.com, or through My Oracle Support customer portal and select the "View DOD Portal" link."

July 10, 2026

Oracle Technical Support Levels – Software Update License & Support

- First paragraph, last bullet, added language concerning end user agreements
- First paragraph, last bullet, added the following at the end thereof: "The Promotional Programs and associated Support are not provided as an inducement or reward for the purchase, use, endorsement or recommendation of, or testimonial for, any Oracle product or service, and is not contingent on the purchase of any Oracle product or service by You, or any other performance by You other than the terms set forth herein. You acknowledge and confirm that You are permitted by all applicable laws, regulations, policies and directives to accept the Promotional Programs. You agree that You will not download the Promotional Programs if You are not permitted to accept them."

Additional Support Services Available for Purchase- Oracle Java Development Tools Support

- Added a note that this support is no longer available for purchase and/or renewal

June 12, 2026

Support Terms – License Set

- Second bullet, added "WebLogic Suite for Applications and iAS Java Edition"

Oracle Technical Support Levels – Software Update License & Support

- First paragraph, added a new last bullet: "Customers with a current Oracle Database support contract may use Oracle Database Lifecycle Management Pack and Oracle Exadata Management Pack at no additional license or support charge (the "Promotional Programs") solely for the purpose of upgrading to Oracle AI Database 26ai and/or applying patches to your supported Oracle Database environment including Oracle AI Database 26ai and Oracle Database 19c, and to on-premises Exadata infrastructure. This offer also includes the right to receive Software Update License & Support for the Promotional Programs. This limited-use term license and associated Support are valid from the date that you download the Promotional Programs from the Oracle Software Delivery Cloud (which can be found at https://edelivery.oracle.com/) through February 28, 2027. Your use of the Promotional Programs and associated Support are governed by the terms of the Oracle license agreement (including, but not limited to, the Oracle Master Agreement) plus the applicable ordering document(s) that you entered into with Oracle or an Oracle partner for the Oracle Database."

May 8, 2026

Oracle Technical Support Levels – Software Update License & Support

- First paragraph, first bullet, added the word "security" before the word patch, and added ", and critical patch updates"
- Under the "Note", first bullet, added "critical security patch updates,"

Oracle Technical Support Levels – Extended Support

- First paragraph, first bullet, added the word "security" before the word patch, and added ", and critical patch updates"

Oracle Technical Support Levels – Sustaining Support

- First paragraph, first bullet, added "critical security patch updates,"
- Second paragraph, first bullet added "critical security patch updates," exclusion

Oracle Technical Support Levels – Oracle Communications Network Software Premier & Sustaining Support

- Second paragraph, first bullet, added the word "security" before the word patch, and added ", and critical patch updates"

- Fifth paragraph, first bullet, added the word “security” before the word patch, and added “, and critical patch updates”
- Sixth paragraph, first bullet, added “critical security patch updates,” exclusion

Oracle Technical Support Levels – Oracle Communications Network Software Support & Sustaining Support

- First paragraph, first bullet, added “critical security patch updates,”
- Fourth paragraph, first bullet, added “critical security patch updates,”
- Fifth paragraph, first bullet, added “critical security patch updates,” exclusion

Customer Success Services - Legislative Updates for PeopleSoft9.2 Global Payroll Localizations

- Updated chart with new Availability dates- replaced expired dates with new dates

Severity Definitions

- First paragraph, the first sentence is deleted in its entirety and replaced with the following two sentences: “Service requests for supported Oracle programs may be submitted by you online through Oracle’s web-based customer support systems. Service requests for supported Oracle Construction and Engineering (including Aconex and Textura), Oracle CRM OnDemand (Siebel), Oracle Hospitality and Oracle Food and Beverage (MICROS, Nor1), Oracle Life Sciences (including goBalto) and Oracle Retail (MICROS) programs may be submitted by you online through Oracle’s web based customer support systems or by telephone.”

February 6, 2026

Lifetime Support – Exceptions for customers with a current support contract running

- Removed expired exceptions and renumbered the section accordingly

Global Customer Support Data Protection Practices

- Updated broken hyperlink to the Global Customer Support Security Practices

Additional Support Services Available for Purchase- Customer Success Services - Business Critical Fixes and Limited Updates for Oracle E-Business Suite

- Removed this section in its entirety

November 7, 2025

Additional Support Services Available for Purchase- Customer Success Services - Business Critical Fixes and Limited Updates for Oracle E-Business Suite

- Last bullet, "Oracle 23AI Database" was deleted and replaced with "Oracle AI Database 26ai"

October 3, 2025

Lifetime Support – Exceptions for customers with a current support contract running

- Added a new 22nd exception: "**22. Unified Inventory Management 7.8**: The Extended Support fee will be waived for the period January 1, 2026 through December 31, 2027. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below."

August 8, 2025

Lifetime Support

- Fifth paragraph, fifth bullet, modified wording to reflect new URL title

Additional Support Services Available for Purchase- Customer Success Services - Severity 1 Fixes for Fusion Middleware 11g

- Chart was updated from "N/A" to "11.1.2.3.0" for Oracle Traffic Director

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May 2, 2025

Overview

- Updated the hyperlink to the Statement of Changes to a new site location

Lifetime Support – Exceptions for customers with a current support contract running

- First exception, PeopleTools, first paragraph was deleted in its entirety and replaced with the following: "Patches for a PeopleTools release will be provided until the End of Patch Support date, as documented within the PeopleTools Support Policy. During the last year of support of a PeopleTools release, patches will be provided on the quarterly CPU cadence only."
- Added a new 21st exception: "**Oracle Application Integration Architecture 12.2 and 12.3**: The Extended Support fee will be waived for the period January 1, 2026 through

December 31, 2027. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below."

Additional Support Services Available for Purchase- Customer Success Services - Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM

- Updated chart to include "January 1, 2026 – December 31, 2026"
- Fourth bullet, added: "(i) a verifiable upgrade plan from PeopleSoft 9.1 on Your premises to PeopleSoft 9.2 or (ii)"

Additional Support Services Available for Purchase- Customer Success Services - Legislative Updates for PeopleSoft 9.2 Global Payroll Localizations

- Updated chart to include "January 1, 2026 – December 31, 2026"

Additional Support Services Available for Purchase- Customer Success Services – Severity 1 Fixes for Fusion Middleware 11g

- Chart was deleted in its entirety and replaced with a new chart
- Added "CY26" after "CY25"

Additional Support Services Available for Purchase- Oracle Linux Support Services and Oracle VM Support Services

- Updated the hyperlink to the Oracle Open Source Support Policies to new site location

February 7, 2025

Additional Support Services Available for Purchase- Customer Success Services-*Generally for the entire section*

- All expired availability dates were removed
- Global Payroll Updates for Oracle E-Business Suite offering was deleted in its entirety

Additional Support Services Available for Purchase- Customer Success Services -Severity 1 Fixes for Fusion Middleware 11g

- Words "for CY24" removed through the section
- Expired availability date in the chart was removed

January 24, 2025

Lifetime Support – Exceptions for customers with a current support contract running

- Exception 5, was modified in its entirety and replaced with the following:

  "Oracle Database 19c: Please note that for customers running Oracle Database 19c, during the Premier Support period of May 1, 2027 through December 31, 2029, and the Extended Support period from January 1, 2030 through December 31, 2032, support will be excluded for Java 8 related third-party software – primarily impacts the Oracle Database 19c ports (i.e., on AIX, zLinux, HPUX, Solaris, Windows). Java 8 Extended support ends December 2030 and Oracle Database 19c will no longer receive updates for Java after that date."

December 13, 2024

Lifetime Support – Exceptions for customers with a current support contract running

- Exception 5 was deleted in its entirety and replaced with the following:

  "5. Oracle Database 19c: Please note that for customers running Oracle Database 19c, during the Premier Support period of May 1, 2027 through December 31, 2029, and the Extended Support period from January 1, 2030 through December 31, 2032, support for the following will be excluded:

  - Java 8 related third-party software – primarily impacts the Oracle Database 19c ports (i.e., on AIX, zLinux, HPUX, Solaris, Windows); Java 8 Extended support

ends December 2030 and Oracle Database 19c will no longer receive updates for Java after that date.

- FIPS compliance – Oracle Database 19c cryptographic libraries are validated under FIPS 140-2. FIPS 140-2 validation is moved to the historical list on September 21, 2026.
- BSAFE cryptographic libraries including:
    i. Transport Layer Security (TLS)
    ii. Native Network Encryption
    iii. Transparent Data Encryption
    iv. DBMS_CRYPTO programmatic encryption
    v. Both C and Java utilities"

Additional Support Services Available for Purchase – Oracle Verrazzano Support Services

- This section was deleted in its entirety

November 19, 2024

Lifetime Support – Exceptions for customers with a current support contract running

- Exception 5 was deleted in its entirety and replaced with the following:

  "**5. Oracle Database 19c**: Please note that for customers running Oracle Database 19c, during the Premier Support Period of May 1, 2027 through December 31, 2029, Premier Support will exclude support for the following: BSAFE crypto libraries, Java or any Java-related products, and FIPS compliance. The noted exclusions will also be in effect for the Extended Support period of January 1st 2030 through December 31st 2032."

November 8, 2024

Lifetime Support – Exceptions for customers with a current support contract running

- The following exception was added as a new exception 5, and the remainder of the section was renumbered accordingly:

  "**5. Oracle Database 19c**: Please note that for customers running Oracle Database 19c, Extended Support has been extended for the period of May 1, 2027 through December 31, 2028. During this period, Extended Support will exclude support for the following: BSAFE crypto libraries, Java or any Java-related products and FIPS compliance."

August 2, 2024

Additional Support Services Available for Purchase - Business Critical Fixes and Limited Updates for Oracle E-Business Suite

- Inserted new dates in the Availability Table: "January 01, 2025 – December 31, 2025 (not available for Windows Server OS)"
- Added new limitations bullet: "Business Critical Fixes and Limited Updates for Oracle E-Business Suite for CY25 will include a legislative update for UK payroll for the beginning of the UK 2025-26 payroll year (beginning April 2025) but will not include the year end update that would apply to the end of the 2025-26 UK payroll year"
- Added a new limitations bullet: "Oracle E-Business Suite 12.1.3 will not be certified with the Oracle 23AI Database"

Additional Support Services Available for Purchase - Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM

- Inserted new dates in the Availability Table: "January 01, 2025 – December 31, 2025"

Additional Support Services Available for Purchase – Severity 1 Fixes for Fusion Middleware 11g

- Removed "for FY24" from section header title
- First and third paragraphs, first sentence, added "and CY25" after "CY24"
- Second paragraph, first sentence, added "or CY25" after "CY24"
- Inserted new dates in the Availability Table: "January 01, 2025 – December 31, 2025"

June 14, 2024

Lifetime Support – Exceptions for customers with a current support contract running

- The following exceptions were removed from this section, and the section was renumbered accordingly:
  - 7: Database 19c
  - 14: Oracle Golden Gate for Oracle, Non-Oracle, Mainframe 19.1
  - 15: Oracle Golden Gate for Big Data 19.1
  - 16: Oracle Stream Analytics 19

Additional Support Services Available for Purchase – Service Request Packages

- First paragraph, fixed a typo by adding "point of contact" in the last sentence

January 5, 2024

Additional Support Services Available for Purchase

- All expired availability dates were removed for the following charts: Business Critical Fixes and Limited Updates for Oracle E-Business Suite, Global Payroll Updates for Oracle E-Business Suite, Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM, Legislative Updates for PeopleSoft 9.2 Global Payroll Localizations
- Removed the Severity 1 Fixes for Business Intelligence Applications 11g Release 10.2 section in its entirety
- Removed Severity 1 Fixes for Fusion Middleware 11g for CY23 section in its entirety

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December 8, 2023

Lifetime Support – Exceptions for customers with a current support contract running

- All expired exceptions were removed, and the section was renumbered accordingly - *specifically, 6 (Tuxedo 12.2.2; 7 (Exadata Storage Server Software 12.2 and 18.1); and 20 (Oracle Performance Intelligence Center 10.4.0.4)*

November 3, 2023

Lifetime Support – Exceptions for customers with a current support contract running

- Expired Oracle Database 11gR2 exception (#2) was removed, and the rest of the section was renumbered accordingly
- The following was added as a new exception:
  "15. Oracle GoldenGate Plug-in for Oracle Enterprise Manager 13.5.2 and later: The Extended Support fee will be waived for the period January 1, 2024 through December 31, 2026. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below."
- Java SE 11's extension was modified from "October 2023 through September 2026" to "October 2023 through January 2032"

October 6, 2023

Lifetime Support – Exceptions for customers with a current support contract running

- All expired exceptions were removed, and the section was renumbered accordingly.

- In the 1st exclusion, for PeopleTools, the first paragraph was deleted in its entirety and replaced with the following: "Patches and platform certifications for a PeopleTools release will be provided until 12 months after the next release is made generally available or Oracle announces that no future releases will be made. Quarterly Critical Patch Updates (CPUs) containing critical PeopleTools fixes and required security updates will be patched for a PeopleTools release for up to 24 months after the next release is made generally available."

- The following were added as two new exceptions:
    - "**Java SE 11:** The Extended Support fee will be waived for the period October 2023 through September 2026. During this period, you will receive Extended Support as described in Oracle Technical Support Levels section below.
    - **26. Billing and Revenue Management Suite 12.0:** The Extended Support fee will be waived for the period January 2025 through December 2025. During this period, you will receive Extended Support as described in Oracle Technical Support Levels section below. The suite includes: Billing and Revenue Management, Pricing Design Center, Offline Mediation Controller, Convergent Charging Controller and Network Charging and Control."
- The 20th exception, Oracle Performance Intelligence Enter 10.4.0.4's time frame was modified from "January 2022 through April 2024" to "January 2022 through October 2023"

Additional Support Services Available for Purchase- Customer Success Services -Severity 1 Fixes for Fusion Middleware 11g for CY23

- Typo in the Availability Chart was fixed to "January 1, 2023 - December 31, 2023"
- Second paragraph, second inclusion was deleted and replaced with the following: "Periodic critical security patches and updates, including cryptograph library fixes, on a schedule determined by Oracle, provided solely at Oracle's discretion for issues that pose a potential Severity 1 business risk, and subject to the limitations defined below."
- Third paragraph, the second limitation was deleted in its entirety, and all exceptions were renumbered accordingly.
- Third paragraph, two new exclusions were added:
    - "2. Security fixes will be limited to high or critical Common Vulnerability Scoring System (CVSS) scores CVSS 7 or greater, or as otherwise determined at Oracle's sole discretion.

      3. Oracle will use commercially reasonable efforts to provide Severity 1 and security fixes and deliver periodic updates as Bundle Patches ("BPs") at Oracle's discretion, not to exceed a quarterly cadence."
- Third paragraph, 9th exception was deleted and replaced with the following: "Support for the Supported FMW 11g Products is available only for the following platforms: a) Linux and b) AIX. All platforms must be on aversion currently supported by the vendor with Error Correction Support."

September 8, 2023

Lifetime Support – Exceptions for customers with a current support contract running

- In the 17th exclusion, for Oracle Database 19c, the support period to from "May 1, 2024 through April 30, 2025" was modified to "May 1, 2024 through April 30, 2026"
- *Please note that the actual date this waiver was modified was on August 4, 2023*

Additional Support Services Available for Purchase- Customer Success Services - Global Payroll Updates for Oracle E-Business Suite

- Updated the dates in the Availability Table as shown below:

Payroll Update Availability for E-Business Suite 12.1.3	
January 01, 2023 – December 31, 2023	January 01, 2024 – December 31, 2024 (Available only for Australia)

Additional Support Services Available for Purchase- Customer Success Services - Severity 1 Fixes for Fusion Middleware 11g for CY23

- Any reference "for FY23" was modified to "CY23"

Additional Support Services Available for Purchase- Customer Success Services - Severity 1 Fixes for Fusion Middleware 11g for CY24

- Any reference "for FY24" was modified to "CY24"

August 4, 2023

Oracle Technical Support Levels – Software Update License & Support

- Added a new 13th bullet following the first paragraph: "Response times, in general, are as set forth in Section 9, and any product exceptions are listed below in this Section 4"

Additional Support Services Available for Purchase- Customer Success Services - Severity 1 Fixes for Fusion Middleware 11g for FY23

- Added the words "for FY23" to the title and in the first, second, and third paragraphs

Additional Support Services Available for Purchase- Customer Success Services - Severity 1 Fixes for Fusion Middleware 11g for FY24

- Added new section: "**Customer Success Services - Severity 1 Fixes for Fusion Middleware 11g for FY24** Severity 1 Fixes for Fusion Middleware 11g for FY24 is available only for the specific Fusion Middleware components included with Your license that are identified in the table below, ("Supported FMW 11g Products") and for the periods listed below:

FMW 11g Products	Version	Availability
Oracle Access Manager (OAM) (see limitations in bullet 9. below)	11.1.2.3.0	January 1, 2024 – December 31, 2024
Oracle Application Development Framework (ADF)	11.1.1.9.0	
Oracle Business Activity Monitoring (BAM)	11.1.1.9.0	
Oracle BPEL Process Manager	11.1.1.9.0	
Oracle Business Intelligence Enterprise Edition (OBIEE)	11.1.1.9.0	
Oracle Business Intelligence Publisher	11.1.1.9.0	
Oracle Business Process Management Suite	11.1.1.9.0	
Oracle Coherence	3.7.1	
Oracle Data Integrator	11.1.1.9.0	
Oracle HTTP Server	11.1.1.9.0	
Oracle Identity Manager (OIM)	11.1.2.3.0	
Oracle Internet Directory (OID)	11.1.1.9.0	
Oracle JDeveloper	11.1.1.9.0	
Oracle Service Bus (OSB)	11.1.1.9.0	
Oracle SOA Suite	11.1.1.9.0	
Oracle Traffic Director	11.1.1.9.0	
Oracle Unified Directory (OUD)	11.1.2.3.0	
Oracle Virtual Directory (OVD)	11.1.1.9.0	
Oracle WebCenter Content	11.1.1.9.0	
Oracle WebCenter Portal	11.1.1.9.0	
Oracle WebLogic Server	10.3.6.0	

If you purchase Severity 1 Fixes for Fusion Middleware 11g for FY24 on Your order, You agree to review Your strategic upgrade plan with Oracle. Oracle will provide Severity 1 Fixes, critical security updates, and upgrade advice for the Supported FMW 11g Products for your Production environments for one calendar year, including the following:

1. Workarounds and/or fixes for Severity 1 service requests ("SRs") delivered by Oracle throughMy Oracle Support using commercially reasonable efforts.
2. Critical security patches provided solely at Oracle's discretion for issues that pose a potentialSeverity 1 business risk, and subject to the limitations defined below.
3. One Fusion Middleware 11g upgrade planning workshop ("Workshop") that includes:
    i Two remote sessions to present an overview of the new features included in the OracleFusion Middleware release 12c or higher that is covered by Software Update License & Support;
    ii Guidance and advice delivered remotely by Oracle regarding Your Oracle Fusion Middleware 11g upgrade preparation and planning, limited to four participants namedby You.
4. An assigned Technical Account Manager (TAM) that serves as an escalation point of contactfor assistance with patch download or installation issues.

Severity 1 Fixes for Oracle Fusion Middleware 11g for FY24 is subject to the following limitations and exclusions:

1. Your Supported FMW 11g Products must be currently supported with Software Update License& Support.
2. Proactive quarterly security updates and proactive bundle patches are specifically excluded.
3. Support is limited to the Supported FMW 11g Products included with Your license that arespecified in the table above and that are certified with Java Development Kit (JDK)
4. Support for any Java products, including JDK 7, is specifically excluded from Severity 1 Fixes for Fusion Middleware 11g; Java products are subject to separate Java product support policiesand timelines, including any required JDK 7.
5. Any functional updates, enhancements, or issues associated with Third Party Software,including updates to cryptography functionality, are specifically excluded.
6. Any activities related to new certifications, specifications, or standards, including cryptographic APIs of any kind, including certification with new browsers and/or operatingsystem releases, are specifically excluded.
7. Embedded components in the Oracle WebLogic Server that rely upon desupported releases ofJava products are excluded.
8. Support for the Supported FMW 11g Products is available only for the Linux platform. The Linux platform must be on aversion currently supported by the vendor with Error

CorrectionSupport.

9. After March 31, 2024, Oracle Access Manager (OAM) will only be supported for Open mode/Cert mode configurations. Please refer to the following MOS KM Notes for details and how to change configurations:
   - March 2024 Expiration Of The Oracle Access Manager (OAM) Out Of The Box Certificates (Doc ID 2949379.1)
   - Available Solutions To Address The Expiring (March 2024) Out Of The Box Certificates Used By Oracle Access Manager (OAM) (Doc ID 2943611.1)

July 7, 2023

Lifetime Support – Exceptions for customers with a current support contract running

- The 16th exception was reworded as follows: "**16. Oracle Financial Services Analytical Applications (OFSAA) 8.0:** For the Platform 8.0, Compliance Management 8.0 and Enterprise Risk and Finance 8.0 products listed here, the Extended Support fee will be waived for the period January 2023 - January 2025. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below."
- The following exception was added:

  "31. Oracle Communications User Data Repository 12.11.2: The Extended Support fee will be waived through April 2024. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below."

Additional Support Services Available for Purchase- Customer Success Services -Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM

- The table was deleted in its entirety and replaced with the following:

PeopleSoft HCM and FSCM Program Release	AVAILABILITY	
9.1	JANUARY 1, 2023 – DECEMBER 31, 2023	JANUARY 1, 2024 – DECEMBER 31, 2024

- Added immediately under the table: "The following restrictions and limitations apply:"
- All existing paragraphs following the table were put in bullet format
- Added ", as determined solely at Oracle's discretion." at the end of the third bullet
- Added new fourth and fifth bullets:

  - "Fixes and critical patches from PeopleTools are specifically excluded. It is Your sole responsibility to be on the supported version of PeopleTools as detailed in

the Lifetime Support Summary for PeopleSoft Releases (Doc ID 2238983.2) document.

- You must have an active cloud subscription to one or more of the following Cloud Services to remain eligible for this service:
  - Oracle Fusion Enterprise Resource Planning Cloud Service
  - Oracle Fusion Human Capital Management Cloud Service"

Additional Support Services Available for Purchase- Customer Success Services - Severity 1 Fixes for Fusion Middleware 11g

- The table was deleted in its entirety and replaced with the following:

FMW 11g Products	Version	Availability
Oracle Access Manager (OAM)	11.1.2.3.0	January 1, 2024 – December 31, 2024
Oracle Application Development Framework (ADF)	11.1.1.9.0	
Oracle Business Activity Monitoring (BAM)	11.1.1.9.0	
Oracle BPEL Process Manager	11.1.1.9.0	
Oracle Business Intelligence Enterprise Edition (OBIEE)	11.1.1.9.0	
Oracle Business Intelligence Publisher	11.1.1.9.0	
Oracle Business Process Management Suite	11.1.1.9.0	
Oracle Coherence	3.7.1	
Oracle Data Integrator	11.1.1.9.0	
Oracle HTTP Server	11.1.1.9.0	
Oracle Identity Manager (OIM)	11.1.2.3.0	
Oracle Internet Directory (OID)	11.1.1.9.0	
Oracle JDeveloper	11.1.1.9.0	
Oracle Service Bus (OSB)	11.1.1.9.0	
Oracle SOA Suite	11.1.1.9.0	
Oracle Traffic Director	11.1.1.9.0	
Oracle Unified Directory (OUD)	11.1.2.3.0	
Oracle Virtual Directory (OVD)	11.1.1.9.0	
Oracle WebCenter Content	11.1.1.9.0	
Oracle WebCenter Portal	11.1.1.9.0	
Oracle WebLogic Server	10.3.6.0	

- The first paragraph following the table was deleted and replaced with: "If you purchase Severity 1 Fixes for Fusion Middleware 11g on Your order, You agree to review Your strategic upgrade plan with Oracle. Oracle will provide Severity 1 Fixes, critical security updates, and upgrade advice for the Supported FMW 11g Products for your Production environments for one calendar year, including the following:"
- The second point was deleted and replaced with: "Critical security patches provided solely at Oracle's discretion for issues that pose a potential Severity 1 business risk, and subject to the limitations defined below."
- The Severity 1 Fixes for Oracle Fusion Middleware 11g limitation and exclusion two and three were deleted:

"Security fixes will be limited to high or critical Common Vulnerability Scoring System (CVSS) scores CVSS 7 or greater, or as otherwise determined at Oracle's sole discretion."

and

"Oracle will use commercially reasonable efforts to provide Severity 1 and security fixes and deliver periodic updates as Bundle Patches ("BPs") at Oracle's discretion, not to exceed a quarterly cadence."

- Added the following limitation and exclusion to Severity 1 Fixes for Oracle Fusion Middleware 11g: "Proactive quarterly security updates and proactive bundle patches are specifically excluded."
- All exclusions in this section were renumbered.
- The eighth limitation/exclusion was deleted and replaced with the following "Support for the Supported FMW 11g Products is available only for the Linux platform. The Linux platform must be on aversion currently supported by the vendor with Error Correction Support."

June 9, 2023

Lifetime Support – Exceptions for customers with a current support contract running

- Fifth paragraph, the following sentence was deleted in its entirety: "For Oracle Linux program releases view: Lifetime Support Policy: Coverage for Oracle Linux and Oracle VM"
- The following exception was added:

"30. MetaSolv Solution 6.3.1: The Extended Support fee will be waived from **January 1, 2026 through December 31, 2027.** During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below."

Additional Support Services Available for Purchase- Customer Success Services

- All references to "Advanced Customer Services" have been replaced with "Customer Success Services"
- First paragraph, first sentence was deleted and replaced with the following: "If you acquire any of the following Customer Success Services on your order, Oracle will provide the services as described in the applicable service description in the Annual, Fixed Scope, and Time and Material Services - Service Descriptions

document, or the applicable standalone service description indicated below, published on http://www.oracle.com/contracts:"

- The following URLs were removed:
  - Oracle Priority Support for Hotel and Food and Beverage
  - Oracle Performance Review and Recommendations for Systems and Software
  - Oracle Configuration Review and Recommendations for Systems and Software

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May 5, 2023

Lifetime Support – Exceptions for customers with a current support contract running

- The following exceptions were added:

"**28.Oracle Communications Diameter Signaling Router 8.6:** The Extended Support fee will be waived through April 2024. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.

29. Oracle Communications Policy Management 12.6: The Extended Support fee will be waived through April 2024. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below."

Web-Based Customer Support Systems

- Added a new section: "**Customer Support Portal for Hospitality and Food & Beverage**
  For Hospitality and Food & Beverage customers, Oracle's software support website can be found here. Access to the Customer Support Portal for Hospitality and Food & Beverage is governed by Oracle's Support Portal Terms of Use. The Oracle Support Portal Terms of Use are subject to change at Oracle's discretion.

  Access to the Customer Support Portal for Hospitality and Food & Beverage is limited to your designated technical contacts."

- The paragraph immediately following the new section, first sentence added "or the Customer Support Portal for Hospitality and Food & Beverage" after "My Oracle Support"

April 7, 2023

Lifetime Support – Exceptions for customers with a current support contract running

- The following exceptions were added:

"23.Oracle GoldenGate (GG) for Oracle, Non Oracle, & Mainframe 19.1: The Extended Support fee will be waived for the period May 2024 through April 2025. During this

period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.

24. **Oracle GoldenGate (GG) for Big Data 19.1:** The Extended Support fee will be waived for the period May 2024 through April 2025. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.
25. **Oracle Stream Analytics 19.1:** The Extended Support fee will be waived for the period October 2023 through April 2025. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.
26. **Oracle Communications Unified Assurance 5.5.9 and later releases**: The Extended Support fee will be waived for the period July 2023 through December 2024. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.
27. **Oracle Performance Intelligence Center 10.4.0.4:** The Extended Support fee will be waived for the period January 2022 through April 2024. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below."

Additional Support Services Available for Purchase- Advanced Customer Services

- Removed the word "ACS" in 2 of the existing hyperlinks in this section
- Included the following as a new bullet: "Oracle Database Upgrade Support for Software"

February 3, 2023

Additional Support Services Available for Purchase- Advanced Customer Services

- Removed the Link to Oracle Priority Support Connected (*no longer available effective March 21, 2022)*
- Removed the following service descriptions:
    - PeopleSoft Payroll Tax Updates (*North American Payroll Tax Updates for PeopleSoft)*
    - Severity 1 Fixes and Legislative Updates for Campus Solutions 9.0
    - Severity 1 Fixes and Tax Form Updates for Oracle JD Edwards EnterpriseOne
    - Oracle Market-Driven Support for Oracle Database 11g Release 2

December 9, 2022

Support Terms – License Set

- Added to the end of the second to last sentence the word "license" before the word "subscription"

Lifetime Support – Exceptions for customers with a current support contract running

- The following exceptions were added:

- **"Oracle Communications EAGLE Application Processor (EPAP) 16.4.1**: The Extended Support fee will be waived for the period December 2021 through April 2024. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.
- **Oracle Communications LSMS 13.5.1:** The Extended Support fee will be waived for the period December 2021 through April 2024. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.
- **Oracle Communications LSMS Query Server 13.5.1:** The Extended Support fee will be waived for the period December 2021 through April 2024. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.
- **Oracle Communications EAGLE LNP Application Processor (ELAP) 10.2.1:** The Extended Support fee will be waived for the period November 2021 through April 2024. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below."

Additional Support Services Available for Purchase- Advanced Customer Services - Severity 1 Fixes for Fusion Middleware 11g

- Modified the platform list in Exclusion 9 to "Linux and AIX"

Additional Support Services Available for Purchase

- In the Oracle Linux Support Services and Oracle VM Support Services paragraphs, the URL name was updated to the new name of the "Oracle Open Source Support Policies".
- The following was added as a new section immediately following the Oracle VM Support Services section: "**Oracle Verrazzano Support Services**: Oracle offers Oracle Verrazzano support services to customers, regardless of whether or not they are using Oracle programs. For information about the available services, please refer to the Oracle Open Source Support Policies available at http://www.oracle.com/support/policies.html."

October 7, 2022

Support Terms – License Set

- Deleted the word "or" immediately before "(v)"
- Added to the end of the second to last sentence "or (vi) a license of the same program regardless of it being purchased as a perpetual license or as a subscription."

Oracle Technical Support Levels – Oracle Communications Network Software Premier & Sustaining Support

- Deleted the following in its entirety: "**Limited Support for Federos products**: Oracle Communications Network Premier Support response, resolution and restoration times

below do not apply to Unified Topology, Federated Assurance, Unified Assurance, Visualized Assurance, Unified Assurance Event History, and Unified Assurance Event History and Analytics. To obtain assistance with these Federos products, visit: https://support.federos.com/ or call: US: 1.972.532.7387; UK: +44 20 7770 6800; Ireland: +353 21 242 7215 (ext. 2 for Support in all countries).

Limited Support for Federos products excludes Restoration and Resolution commitments, and response times are as follows:

- Severity 1: 24x7, with 2-hour response time
- Severity 2; Monday – Friday, 8:00am to 5:00pm, CST, with 2-hour response time
- Severity 3: Monday – Friday, 8:00am to 5:00pm, CST, with 4-hour response time"

October 7, 2022

Lifetime Support – Exceptions for customers with a current support contract running

- Deleted the 12th bullet in its entirety: "**Oracle Rdb and Oracle CODASYL Database 7.3.3:** The Extended Support fee will be waived for the period September 2020 - August 2021. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below."
- Renumbered exceptions based on the 12th bullet being removed.
- Inserted a new 17th and 18th exclusion: "**17. Oracle Database 19c:** The Extended Support fee will be waived for the period May 1, 2024 through April 30, 2025. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.
  18. Oracle Enterprise Manager Cloud Control 13.5: The Extended Support fee will be waived for the period January 1, 2024 through December 31, 2026. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below."

Additional Support Services Available for Purchase- Advanced Customer Services - Business Critical Fixes and Limited Updates for Oracle E-Business Suite

- Updated the Availability Table as follows:

BUSINESS CRITICAL FIXES ANDLIMITED UPDATES FOR ORACLE E-BUSINESS SUITE	AVAILABILITY	
12.1.3	January 01, 2022 – December 31, 2023	January 01, 2024 – December 31, 2024 (not available for Windows

		Server OS)

- Inserted a new first bullet following the Availability Table: "Effective January 01, 2024, patches and updates will no longer be available for Microsoft Windows Server operating system"
- Added the following to the 6th bullet: ", including proposed changes to the Brazilian tax law"

September 9, 2022

Oracle Technical Support Levels – Sustaining Support

- Deleted "the Severity Level section below" and replaced with "as defined in section 9 – Severity Definitions" in the 5th bullet of the Sustaining Support does not include section; the 2nd bullet of the Sustaining Support for the Oracle Linux programs does not include section; the 3rd bullet of the Sustaining Support for the Java SE program releases does not include section; and the 2nd bullet of the Sustaining Support for the Nimbula program releases does not include section.

August 5, 2022

Oracle Technical Support Levels – Oracle Communications Network Software Premier & Sustaining Support

- Added the following at the end of the first paragraph: "Unified Topology; Federated Assurance; Unified Assurance; Visualized Assurance; Unified Assurance Event History; and Unified Assurance Event History and Analytics."
- Added the following as new third and fourth paragraphs: "**Limited Support for Federos products**: Oracle Communications Network Premier Support response, resolution and restoration times below do not apply to Unified Topology, Federated Assurance, Unified Assurance, Visualized Assurance, Unified Assurance Event History, and Unified Assurance Event History and Analytics. To obtain assistance with these Federos products, visit: https://support.federos.com/ or call: US: 1.972.532.7387; UK: +44 20 7770 6800; Ireland: +353 21 242 7215 (ext. 2 for Support in all countries).

  Limited Support for Federos products excludes Restoration and Resolution commitments, and response times are as follows:
    - Severity 1: 24x7, with 2-hour response time

- Severity 2; Monday – Friday, 8:00am to 5:00pm, CST, with 2-hour response time
- Severity 3: Monday – Friday, 8:00am to 5:00pm, CST, with 4-hour response time"

July 8, 2022

Additional Support Services Available for Purchase- Advanced Customer Services - Global Payroll Updates for Oracle E-Business Suite

- Updated the dates in the Availability Table as shown below:

Payroll Update Availability for E-Business Suite 12.1.3	
January 01, 2022 – December 31, 2022	January 01, 2023 – December 31, 2023

Additional Support Services Available for Purchase- Advanced Customer Services - Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM

- Updated the dates in the Availability Table as shown below:

PeopleSoft HCM and FSCM Program Release	AVAILABILITY	
9.1	JANUARY 1, 2022 – DECEMBER 31, 2022	JANUARY 1, 2023 – DECEMBER 31, 2023

Additional Support Services Available for Purchase- Advanced Customer Services - Severity 1 Fixes and Legislative Updates for Campus Solutions 9.0

- Updated the dates in the Availability Table as shown below:

PeopleSoft Campus Solutions Program Release	Availability
9.0	JANUARY 1, 2022 – DECEMBER 31, 2022

Additional Support Services Available for Purchase- Advanced Customer Services - North American Payroll Tax Updates for Oracle JD Edwards Enterprise One

- Deleted this section in its entirety

Additional Support Services Available for Purchase- Advanced Customer Services - Severity 1 Fixes and Tax Form Updates for Oracle JD Edwards EnterpriseOne

- Updated the dates in the Availability Table as shown below:

JD Edwards EnterpriseOne Program Release	**AVAILABILITY**
9.1	JANUARY 1, 2022 – DECEMBER 31, 2022

June 10, 2022

Overview

- Added in the **Use of Services** section "Belarus" and "the Government of Belarus" to the restriction set forth in this paragraph

Support Terms – Pricing Following a Reduction of Licenses or Support Level

- Third sentence, added ", plus and applicable country annual adjustments," after the word "paid" and before the word "for"

Lifetime Support

- The third paragraph was reworded and replaced with the following: "Premier Support for any given program release will be available for five years from the date that release of the Oracle program becomes generally available, as documented in the Lifetime Support coverage documents, except as noted below. At the end of the Premier Support period, either Extended Support or Sustaining Support will be available. Extended Support, if offered, may be available for an additional three years for specific program releases. An Extended Support fee applies for each support period, which is in addition to the standard Premier Support fee, except as noted below."

- The fourth paragraph was reworded and replaced with the following: "Alternatively, technical support may be extended with Sustaining Support, which will be available for as long as you continuously maintain and pay the annual fees for technical support for your Oracle program licenses."
- The fifth paragraph was reworded and replaced with the following: "For details on Lifetime Support coverage for specific program releases, including the service levels offered, and timeframes, refer to the following:"

Lifetime Support – Exceptions for customers with a current support contract running

- Inserted a new 17th exclusion: "**Oracle Financial Services Analytical Applications (OFSAA) 8.0:** For the Platform 8.0 and the Financial Crime and Compliance Management 8.0 products listed here, the Extended Support fee will be waived for the period January 2023 - January 2025. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below."

Oracle Technical Support Levels – Software Update License & Support

- First paragraph, first sentence, added ", as set forth in the Lifetime Support section above." to the end of the sentence

Oracle Technical Support Levels – Extended Support

- First paragraph, first sentence, added ", as set forth in the Lifetime Support section above." to the end of the sentence

Oracle Technical Support Levels – Sustaining Support

- First paragraph, first sentence, added ", as set forth in the Lifetime Support section above." to the end of the sentence

Oracle Technical Support Levels – Oracle Communications Network Software Premier & Sustaining Support

- First paragraph, first sentence, added ", as set forth in the Lifetime Support section above." after the word "available" and before the word "for"

Oracle Technical Support Levels – Oracle Communications Network Software Support & Sustaining Support

- First paragraph, first sentence, added ", as set forth in the Lifetime Support section above:" after "(collectively "Oracle Communications Network Software Programs")" and before "Oracle Communications EAGLE (non ISO)"

April 8, 2022

Advanced Customer Services

- Removed words "Retail and" in the 5th link

- Removed links to “Oracle Retail Store Open Support” and “Oracle Retail Close Support”

Additional Support Services Available for Purchase- Advanced Customer Services

- Inserted the following new section:

“Severity 1 Fixes for Business Intelligence Applications 11g Release 10.2

Severity 1 Fixes for Business Intelligence Applications 11.1.1.10.2 (BI Apps 11g R10.2) is available only for the specific BI Apps 11g R10.2 components included with Your license that are identified in the Oracle Business Intelligence Applications 11.1.1.10.2 Certification Matrix and for the periods listed below:

SEVERITY 1 FIXES FOR BUSINESS INTELLIGENCE APPLICATIONS	AVAILABILITY
Business Intelligence Applications 11.1.1.10.2	August 01, 2022 – December 31, 2023

If you purchase Severity 1 Fixes for BI Apps 11g R10.2 on Your order, Oracle will provide Severity 1 Fixes, critical security updates, and upgrade advice for the BI Apps 11g R10.2 products for the term identified above, including the following:

1. Workarounds and/or fixes for Severity 1 service requests (“SRs”) delivered by Oracle through My Oracle Support using commercially reasonable efforts.
2. Periodic critical security fixes and updates, delivered as technical notes, on a schedule determined by Oracle, provided solely at Oracle’s discretion for issues that pose a potential Severity 1 business risk, and subject to the limitations defined below.
3. One BI Apps 11g R10.2 upgrade planning workshop (“Workshop”) that includes:
    a. Two remote sessions to present an overview of the new features included in BI Apps 11g R10.2 or higher that is covered by Software Update License & Support;
    b. Guidance and advice delivered remotely by Oracle regarding Your BI Apps 11g R10.2 upgrade preparation and planning, limited to four participants named by You.
4. An assigned Technical Account Manager (TAM) that serves as an escalation point of contact for assistance with patch download or installation issues.

Severity 1 Fixes for BI Apps 11g R10.2 is subject to the following limitations and exclusions:

1. Your Supported BI Apps 11g R10.2 products must be currently supported with Software Update License & Support.
2. Security fixes will be limited to high or critical Common Vulnerability Scoring System (CVSS) scores CVSS 7 or greater, or as otherwise determined at Oracle’s sole discretion.

3. Oracle will use commercially reasonable efforts to provide Severity 1 and security fixes and deliver periodic updates as technical notes at Oracle's discretion, not to exceed a quarterly cadence.
4. Support is limited to the BI Apps 11g R10.2 products included with Your license that are specified in the Oracle Business Intelligence Applications 11.1.1.10.2 Certification Matrix and that are certified with Java Development Kit (JDK) 7.
5. Support for any Java products, including JDK 7, is specifically excluded from Severity 1 Fixes for BI Apps 11g 10.2; Java products are subject to separate Java product support policies and timelines, including any required JDK 7.
6. Any functional updates, enhancements, or issues associated with Third Party Software are specifically excluded.
7. Any activities related to new certifications, specifications, or standards, including certification with new browsers and/or operating system releases, are specifically excluded.
8. Embedded components in the Oracle WebLogic Server that rely upon desupported releases of Java products are excluded.
9. Support for the BI Apps 11g 10.2 products is available only for the platforms specified in the Oracle Business Intelligence Applications 11.1.1.10.2 Certification Matrix."

April 8, 2022

Advanced Customer Services

- Added "(no longer available effective March 21, 2022)" after "Oracle Priority Support Connected"

March 3, 2022

Overview

- Deleted the paragraph in the **Use of Services** section, and replaced with the following: "**Use of Services**: Services may not be delivered to or accessed by or on behalf of individuals or entities in Venezuela or the Russian Federation, including, without limitation, the Government of Venezuela and the Government of the Russian Federation, nor may the Services or any output from the Services be used for the benefit of any such individuals or entities."

Severity Definitions

- Added the following parentheticals after the severity definition titles:

Severity One "(Critical Outage)"
Severity Two "(Significant Impairment)"
Severity Three "(Technical Issue)"
Severity Four "(General Guidance)"

February 4, 2022

- "Advanced Customer Support" is replaced with "Advanced Customer Services" throughout the document, including the Table of Contents

Oracle Technical Support Levels – Software Update License & Support

- Removed from the Severity 2 definition: "an error within the portal that is preventing the customer from doing any function within the MyMicros portal, or"
- Modified the Severity 2 definition to include the word "or" between "loading," and "inaccessible"
- Removed from the Severity 3 definition: "MyMicros unable to review one report within the portal password resets for Oracle Cloud Applications, or Icare loyalty program that is not functioning or has stopped working)"
- Modified the Severity 3 definition to include the following: "failure to view a single report, password resets, or non-functional loyalty programs)." after the word "failure"

Lifetime Support – Exceptions for customers with a current support contract running

- Inserted a new 16th exclusion: "**Oracle Exadata Storage Server Software 12.2 and 18.1**: The Extended Support fee will be waived for the 12.2 software release for the period February 2022 – January 2023. The Extended Support fee will be waived for the 18.1 software release for the period October 2022 – September 2023. During these periods, you will receive Extended Support as described in the Oracle Technical Support Levels section below."

Additional Support Services Available for Purchase- Advanced Customer Support- Severity 1 Fixes for Fusion Middleware 5g

- Deleted the entire section and replaced with the following: "Severity 1 Fixes for Fusion Middleware 11g is available only for the specific Fusion Middleware components included

with Your license that are identified in the table below, ("Supported FMW 11g Products") and for the periods listed below:

Product	Version	Availability	Availability
Oracle Access Manager (OAM)	11.1.2.3	January 1, 2022 – December 31, 2022	January 1, 2023 – December 31, 2023
Oracle Adaptive Access Management (OAAM)	11.1.2.3	January 1, 2022 – December 31, 2022	Not available
Oracle Application Development Framework (ADF)	11.1.1.9.0	January 1, 2022 – December 31, 2022	January 1, 2023 – December 31, 2023
Oracle BPEL Process Manager	11.1.1.9.0	January 1, 2022 – December 31, 2022	January 1, 2023 – December 31, 2023
Oracle Business Activity Monitoring (BAM)	11.1.1.9.0	January 1, 2022 – December 31, 2022	January 1, 2023 – December 31, 2023
Oracle Business Intelligence Enterprise Edition (OBIEE)	11.1.1.9.0	January 1, 2022 – December 31, 2022	January 1, 2023 – December 31, 2023
Oracle Business Intelligence Publisher	11.1.1.9.0	January 1, 2022 – December 31, 2022	January 1, 2023 – December 31, 2023
Oracle Business Process Management Suite	11.1.1.9.0	January 1, 2022 – December 31, 2022	January 1, 2023 – December 31, 2023
Oracle Coherence	3.7.1	January 1, 2022 – December 31, 2022	January 1, 2023 – December 31, 2023
Oracle Data Integrator	11.1.1.9.0	January 1, 2022 – December 31, 2022	January 1, 2023 – December 31, 2023
Oracle HTTP Server	11.1.1.9.0	January 1, 2022 – December 31, 2022	January 1, 2023 – December 31, 2023
Oracle Identity Manager (OIM)	11.1.2.3	January 1, 2022 – December 31, 2022	January 1, 2023 – December 31, 2023
Oracle Internet Directory ("OID")	11.1.1.9.0	January 1, 2022 – December 31, 2022	January 1, 2023 – December 31, 2023
Oracle JDeveloper	11.1.1.9.0	January 1, 2022 – December 31, 2022	January 1, 2023 – December 31, 2023
Oracle Service Bus (OSB)	11.1.1.9.0	January 1, 2022 – December 31, 2022	January 1, 2023 – December 31, 2023
Oracle SOA Suite	11.1.1.9.0	January 1, 2022 – December 31, 2022	January 1, 2023 – December 31, 2023
Oracle Traffic Director	11.1.1.9.0	January 1, 2022 – December 31, 2022	January 1, 2023 – December 31, 2023
Oracle Unified Directory (OUD)	11.1.2.3	January 1, 2022 – December 31, 2022	January 1, 2023 – December 31, 2023
Oracle Virtual Directory (OVD)	11.1.1.9.0	January 1, 2022 – December 31, 2022	January 1, 2023 – December 31, 2023
Oracle WebCenter Content	11.1.1.9.0	January 1, 2022 – December 31, 2022	January 1, 2023 – December 31, 2023
Oracle WebCenter Portal	11.1.1.9.0	January 1, 2022 – December 31, 2022	January 1, 2023 – December 31, 2023
Oracle WebLogic Server	10.3.6	January 1, 2022 – December 31, 2022	January 1, 2023 – December 31, 2023

If you purchase Severity 1 Fixes for Fusion Middleware 11g on Your order, Oracle will provide Severity 1 Fixes, critical security updates, and upgrade advice for the Supported FMW 11g Products for one calendar year, including the following:

a. Workarounds and/or fixes for Severity 1 service requests ("SRs") delivered by Oracle through My Oracle Support using commercially reasonable efforts.

b. Periodic critical security patches and updates, including cryptography library fixes, on a schedule determined by Oracle, provided solely at Oracle's discretion for issues that pose a potential Severity 1 business risk, and subject to the limitations defined below.

c. One Fusion Middleware 11g upgrade planning workshop ("Workshop") that includes:

   i Two remote sessions to present an overview of the new features included in the Oracle Fusion Middleware release 12c or higher that is covered by Software Update License & Support;

ii Guidance and advice delivered remotely by Oracle regarding Your Oracle Fusion Middleware 11g upgrade preparation and planning, limited to four participants named by You.

d. An assigned Technical Account Manager (TAM) that serves as an escalation point of contact for assistance with patch download or installation issues.

Severity 1 Fixes for Oracle Fusion Middleware 11g is subject to the following limitations and exclusions:

10. Your Supported FMW 11g Products must be currently supported with Software Update License & Support.
11. Security fixes will be limited to high or critical Common Vulnerability Scoring System (CVSS) scores CVSS 7 or greater, or as otherwise determined at Oracle's sole discretion.
12. Oracle will use commercially reasonable efforts to provide Severity 1 and security fixes and deliver periodic updates as Bundle Patches ("BPs") at Oracle's discretion, not to exceed a quarterly cadence.
13. Support is limited to the Supported FMW 11g Products included with Your license that are specified in the table above and that are certified with Java Development Kit (JDK) 7.
14. Support for any Java products, including JDK 7, is specifically excluded from Severity 1 Fixes for Fusion Middleware 11g; Java products are subject to separate Java product support policies and timelines, including any required JDK 7.
15. Any functional updates, enhancements, or issues associated with Third Party Software, including updates to cryptography functionality, are specifically excluded.
16. Any activities related to new certifications, specifications, or standards, including cryptographic APIs of any kind, including certification with new browsers and/or operating system releases, are specifically excluded.
17. Embedded components in the Oracle WebLogic Server that rely upon desupported releases of Java products are excluded.
18. Support for the Supported FMW 11g Products is available only for the following platforms. All platforms must be on versions currently supported by the vendor with Error Correction Support.
    a. Linux 5
    b. AIX
    c. Red Hat EL"

December 10, 2021

Overview

- Inserted a new subsection: "**Use of Services:** Services may not be delivered to or accessed by individuals or entities in Venezuela, including, without limitation, the Government of Venezuela, nor may the Services or any output from the Services be used for the benefit of any such individuals or entities."

Oracle Technical Support Levels – Software Update License & Support

- In the fifth paragraph added "and Oracle Food and Beverage" after "Hospitality" and before "programs"
- Updated the exhibit found at: http://www.oracle.com/us/support/library/hospitality-programs-3840568.pdf
- In the sixth paragraph, added "the qualifying" after "For" and before "Oracle"
- In the sixth paragraph, added "and Oracle Food Beverage" after "Hospitality" and before "programs"

Additional Support Services Available for Purchase- Advanced Customer Support-Severity 1 Fixes and Financials Legislative Update for Oracle E-Business Suite

- Deleted this section in its entirety

Additional Support Services Available for Purchase- Advanced Customer Support-Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM

- In the chart, deleted "9.0" and corresponding availabity

Additional Support Services Available for Purchase- Advanced Customer Support

- Inserted the following new section:

  "**Legislative Updates for PeopleSoft 9.2 Global Payroll Localizations**

  Legislative Updates for PeopleSoft 9.2 Global Payroll Localizations ("PeopleSoft 9.2 Payroll Localizations") is available for select countries for Oracle PeopleSoft HCM release 9.2. If you acquire PeopleSoft 9.2 Payroll Localizations, Oracle will use commercially reasonable efforts to provide one calendar year of payroll related legislative updates for PeopleSoft HCM 9.2 Global Payroll and Absence Management, including start-of-year updates and end-of-year updates.

  PeopleSoft 9.2 Payroll Localizations is available only for the applicable Oracle PeopleSoft HCM Release 9.2 payroll modules and the countries identified in Your order.

  This service is available only for the following periods ("calendar year"):

Legislative Updates for PeopleSoft 9.2 Global Payroll Localizations	AVAILABILITY
Peoplesoft HCM Release 9.2	January 1, 2023 - December 31, 2023 January 1, 2024 - December 31, 2024 January 1, 2025 - December 31, 2025 *Program Planned Beyond 2025*

The following restrictions and limitations apply:

1. Your licensed PeopleSoft HCM Release 9.2 must be currently supported with Software Update License & Support. PeopleSoft 9.2 Payroll Localizations will be delivered through My Oracle Support.
2. Any module other than PeopleSoft 9.2 Global Payroll and Absence Management, as indicated above, is specifically excluded, including, but not limited to the Human Resource module.
3. Legislative updates for PeopleSoft 9.2 Global Payroll Localizations are not cumulative and You must acquire this service for each available calendar without skipping any years.
4. Contractual caps on technical support fees do not apply to PeopleSoft 9.2 Payroll Localizations, unless expressly stated otherwise in the applicable order. PeopleSoft 9.2 Payroll Localizations are not subject to the Reinstatement of Oracle Technical Support section above."

Additional Support Services Available for Purchase- Advanced Customer Support- North American Payroll Tax Updates for Oracle JD Edwards EnterpriseOne

- In the chart, deleted "9.0" and corresponding availabity

Additional Support Services Available for Purchase- Advanced Customer Support- Severity 1 Fixes for Fusion Middleware 11g

- Replaced the chart

FMW 11g Products		Version	Availability	
Weblogic	Oracle WebLogic Server	10.3.6	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Coherence	3.7.1	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
Analytics/ Business Intelligence	Oracle Business Intellligence Enterprise Edition (OBIEE)	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle BI Publisher	10.1.3.4.1	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
SOA	Oracle SOA Suite	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle SOA/BPEL Process Manager	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Service Buys (OSB)	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
Oracle Identity Management	Oracle Identity Manager (OIM)	11.1.2.3	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Access Manager (OAM)	11.1.2.3	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Unified Directory (OUD)	11.1.2.3	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Virtual Directory (OVD)	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Internet Directory (OID)	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Adaptive Access Management (OAAM)	11.1.2.3	January 1, 2022 - December 31, 2022	Not available
WebCenter/ UCM	Oracle WebCenter Content	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle WebCenter Portal	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
Other	Oracle Business Process Management Suite	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Jdeveloper	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Enterprise Data Quality (EDQ)	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Data Integrator	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle HTTP Server	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023

With the Following:

FMW 11g Products		Version	Availability	
Weblogic	Oracle WebLogic Server	10.3.6	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Coherence	3.7.1	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
Analytics/ Business Intelligence	Oracle Business Intellligence Enterprise Edition (OBIEE)	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle BI Publisher	10.1.3.4.1	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
SOA	Oracle SOA Suite	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle SOA/BPEL Process Manager	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Service Buys (OSB)	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
Oracle Identity Management	Oracle Identity Manager (OIM)	11.1.2.3	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Access Manager (OAM)	11.1.2.3	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Unified Directory (OUD)	11.1.2.3	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Virtual Directory (OVD)	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Internet Directory (OID)	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Adaptive Access Management (OAAM)	11.1.2.3	January 1, 2022 - December 31, 2022	Not available
WebCenter/ UCM	Oracle WebCenter Content	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle WebCenter Portal	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
Other	Oracle Business Process Management Suite	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Jdeveloper	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Enterprise Data Quality (EDQ)	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Data Integrator	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle HTTP Server	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023

- In the second limitations/exclusion, deleted the words “on JDK 7” and the word “only” and replaced the sentence to now read: “Support is limited to fixes for configurations certified with JDK7.”

November 5, 2021

Lifetime Support – Exceptions for customers with a current support contract running

- In Exception 9, replaced “January 2020 – June 2021” with “January 2022 – July 2022”
- Inserted the following as a new 15th exception: “**Oracle Essbase 11.1.2:** The Extended Support fee will be waived for the period January 2022 –December 2022. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.”

Support Levels – Oracle Communications Network Software Premier & Sustaining Support

- In the 5th bullet**,** deleted the words “of Oracle Communications Network Premier Programs” and replaced with “of Diameter Signaling Router Network Function Edition, Integrated Diameter Intelligence Hub - Network Function Editions, Common Signaling, Performance Intelligence Center Network Function Edition, Policy Management Network Function Edition, and User Data Repository Network Function Edition.”

October 22, 2021

Additional Support Services Available for Purchase – Severity 1 Fixes and Legislative Updates for Campus Solutions 9.0

- Replaced the Availability Matrix:

PeopleSoft Campus Solutions Program Release	Availability
9.0	JANUARY 1, 2020 – DECEMBER 31, 2020 JANUARY 1, 2021 – DECEMBER 31, 2021

With the Following:

PeopleSoft Campus Solutions Program Release	Availability
9.0	JANUARY 1, 2021 – DECEMBER 31, 2021 JANUARY 1, 2022 – DECEMBER 31, 2022

Additional Support Services Available for Purchase – Severity 1 Fixes and Tax Form Updates for Oracle JD Edwards EnterpriseOne

- Replaced the Availability Matrix:

JD Edwards EnterpriseOne Program Release	AVAILABILITY	
9.0	DECEMBER 1, 2018 - DECEMBER 31, 2019	JANUARY 1, 2020 – DECEMBER 31, 2020
9.1	APRIL 1, 2020 – DECEMBER 31, 2020 JANUARY 1, 2021 – DECEMBER 31, 2021	

With the Following:

JD Edwards EnterpriseOne Program Release	AVAILABILITY
9.1	JANUARY 1, 2021 – DECEMBER 31, 2021 JANUARY 1, 2022 – DECEMBER 31, 2022

Additional Support Services Available for Purchase - Oracle Market-Driven Support for Oracle Database 11g Release 2

- Modified footnote one following the table to read: "Extended Support ended 31-Mar-2021."
- Added a new footnote two following the table: "2. Extended Support ended 31-Mar-2021. Economy version is available for renewal for CY 2022 (January 1, 2022 – December 31, 2022) for existing customers only if the renewal is purchased prior to December 1, 2021. Beginning with December 1, 2021, the Economy version of Oracle Market-Driven Support for Oracle Database 11g Release 2 will no longer be available for purchase and/or renewal."

Additional Support Services Available for Purchase- Advanced Customer Support

- Inserted the following new section:
  "Severity 1 Fixes for Fusion Middleware 11g
  Severity 1 Fixes for Fusion Middleware 11g is available for the following components ("Supported FMW 11g Products") for the following periods:

FMW 11g Products		Version	Availability	
Weblogic	Oracle WebLogic Server	10.3.6	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Coherence	3.7.1	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
Analytics/ Business Intelligence	Oracle Business Intellligence Enterprise Edition (OBIEE)	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle BI Publisher	10.1.3.4.1	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
SOA	Oracle SOA Suite	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle SOA/BPEL Process Manager	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Service Buys (OSB)	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
Oracle Identity Management	Oracle Identity Manager (OIM)	11.1.2.3	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Access Manager (OAM)	11.1.2.3	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Unified Directory (OUD)	11.1.2.3	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Virtual Directory (OVD)	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Internet Directory (OID)	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Adaptive Access Management (OAAM)	11.1.2.3	January 1, 2022 - December 31, 2022	Not available
WebCenter/ UCM	Oracle WebCenter Content	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle WebCenter Portal	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
Other	Oracle Business Process Management Suite	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Jdeveloper	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Enterprise Data Quality (EDQ)	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle Data Integrator	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023
	Oracle HTTP Server	11.1.1.9.0	January 1, 2022 - December 31, 2022	January 1, 2023 - December 31, 2023

If you purchase Severity 1 Fixes for Fusion Middleware 11g on Your order, Oracle will provide the following for the Supported FMW 11g Products identified in Your order for one calendar year:

1. Severity 1 fixes and critical security patches for Your production SupportedFMW11g Products and non-production server environments to support testing requirements as

follows:

a. Workarounds and/or fixes for Severity 1 service requests ("SRs") delivered by Oracle through My Oracle Support using commercially reasonable efforts.

b. Periodic critical security patches and updates on a schedule determined by Oracle, provided solely at Oracle's discretion for issues that pose a potential Severity 1 business risk, and subject to the limitations defined below.

c. Cryptography library updates, on a schedule determined by Oracle, provided solely at Oracle's discretion, and subject to the limitations defined below.

2. One Fusion Middleware 11g upgrade planning workshop ("Workshop") that includes:

   a. Two remote sessions to present an overview of the new features included in the Oracle Fusion Middleware release 12c or higher that is covered by Software Update License & Support;

   b. Guidance and advice delivered remotely by Oracle regarding Your Oracle Fusion Middleware 11g upgrade preparation and planning, limited to four participants named by You.

3. An assigned Technical Account Manager (TAM) that serves as an escalation point of contact for assistance with patch download or installation issues.

Severity 1 Fixes for Oracle Fusion Middleware 11g is subject to the following limitations and exclusions:

1. Your licensed Supported FMW 11g Products must be currently supported with Software Update License & Support.
2. Support is limited to fixes on JDK 7 configurations only.
3. Security fixes will be limited to high or critical Common Vulnerability Scoring System (CVSS) scores CVSS 7 or greater.
4. All Severity 1 and security fixes will be provided at Oracle's discretion only, based on technical review and feasibility, and delivered exclusively as one-off fixes integrated into standard Bundle Patches (PBs).
5. Patches will be generated and tested for quarterly release cadence.
6. Support is limited to the Supported FMW 11g Products identified above, specifically excluding the following:

   a. Any other Oracle program, including, but not limited to, Java products (including Java embedded in the Oracle Database), Oracle Applications, SQL Developer, Audit Vault, Database Firewall, TimesTen, and MySQL;

   b. Functional and/or security upgrades of any kind, issues associated with Third Party Software, and/or certifications with new versions;

c. Embedded components in the Oracle WebLogic Server that rely upon desupported releases of Java products;

d. Updates to any cryptography related functionality, including, but not limited to, Transport Layer Security (TLS), network encryption, and other forms of secured communications.

e. New certifications including Oracle API Gateway (OAG) accessibility changes, operating system (OS), database drivers, Java Database Connectivity (JDBC) client, database product versions, Oracle HTTP Server (OHS) updates, and/or browser updates/certifications (Application Development Framework (ADF)/WebCenter Portal (WCP))

f. Enhancement requests that must be satisfied by JDK 7 addition of TLS 1.3 (or greater) version support.

g. Any new patches, or testing of new patches, on JDK 6.

h. Security fixes for CVSS scores lower than CVSS 7.

7. Support is available only for the following platforms. All platforms must be on versions currently supported by the vendor with Error Correction Support.

   a. OEL

   b. RHAT

   c. AIX"

July 2, 2021

Lifetime Support – Exceptions for customers with a current support contract running

- Inserted the following at the end of the 10th exception for WebLogic Server and Coherence 12.1.3: "No security fixes will be provided for WebLogic Samples."
- Inserted the following as a new 14th exception: **"14. Tuxedo 12.2.2:** The Extended Support fee will be waived for the period May 2022 – April 2023. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below."

Additional Support Services Available for Purchase – Business Critical Fixes and Limited Updates for Oracle E-Business Suite

- Following the first paragraph, inserted, the following as a new 5th bullet: "One (1) upgrade planning presentation delivered remotely by Oracle to provide an overview of the new features included with Oracle E-Business Suite Release 12.2 and guidance related to Your upgrade preparation and planning"

April 2, 2021

Lifetime Support – Exceptions for customers with a current support contract running

- Inserted the following as a new Exception 8, and all other numbers following in this section have been renumbered accordingly: "8. **Java SE 8**: The Extended Support fee will be waived for the period March 2022 - December 2030. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below."

Additional Support Services Available for Purchase- Advanced Customer Support

- Inserted the following new section:

  "Global Payroll Updates for Oracle E-Business Suite

  Global Payroll Updates for Oracle E-Business Suite is available for select countries for Oracle E-Business Suite release 12.1.3. If you acquire Global Payroll Updates for Oracle E-Business Suite, Oracle will use commercially reasonable efforts to provide one calendar year of periodic payroll and application payroll tax updates, including start-of-year updates, end-of-year updates, and payroll tax updates that are applicable for the contract year.

  Global Payroll updates for Oracle E-Business Suite is available only for the applicable Oracle E-Business Suite 12.1.3 payroll module(s) and the country specified in Your order.

  This service is available only for the following periods ("calendar year"):

Payroll Update Availability for E-Business Suite 12.1.3
January 01, 2022 – December 31, 2022

  The following restrictions and limitations apply:

  - Your licensed Oracle E-Business Suite 12.1.3 must be currently supported with Software Update License & Support.
  - You must separately purchase and maintain *Business Critical Fixes and Limited Updates for Oracle E-Business Suite* for the duration of Global Payroll Updates for E-Business Suite, subject to all associated restrictions and limitations.
  - Except where otherwise explicitly included, external integrations, products, and technologies that are used in conjunction with Oracle E-Business Suite are excluded and subject to their own standard support policies and timelines.
  - Payroll updates for Oracle E-Business Suite 12.1.3 are limited to backports made available under a subsequent release of Oracle E-Business Suite (e.g., Oracle E-Business Suite release 12.2 or higher), excluding any updates that require architectural changes.
  - Third party software, third party applications, and/or customizations are explicitly excluded.
  - New certifications and/or integrations with other Oracle products or third party software, including browsers and operating systems, are explicitly excluded."

March 5, 2021

Additional Support Services Available for Purchase – Advanced Customer Support

- Inserted, the following as bullets 8, 9, and 10:
  - CS Oracle Performance Review and Recommendations for Systems and Software
  - ACS Oracle Configuration Review and Recommendations for Systems and Software
  - Oracle Standard Software Installation and Configuration for Systems and Software

Additional Support Services Available for Purchase - Oracle Market-Driven Support for Oracle Database 11g Release 2

- Number 1, inserted after the word "patches" "for production 11.2.0.4 databases to support testing requirements" before "as follows:"
- Number 2.a, under limitations and exclusions, after the word "products" inserted "(including Java embedded in the Oracle Database)" before "Oracle Applications"

Lifetime Support – Exceptions for customers with a current support contract running

- In Exception 9, replaced "January 31, 2021" with "January 31, 2022"

January 8, 2021

Lifetime Support – Exceptions for customers with a current support contract running

- In Exception 3, the section was deleted in its entirety, and replaced with the following: "For customers running the Oracle database 11.2.0.4 release on the HP OpenVMS on Itanium platform, during the first year of Sustaining Support, January 2021 – December 2021, you will continue to receive Severity 1 fixes and security updates."
- Exceptions 5 (PeopleSoft Enterprise Campus Solutions 9.0), 6 (JD Edwards EnterpriseOne 9.1 and JD Edwards World A9.3) and 9 (Clintrial Integration Solutions (CIS) 4.6.2) have been deleted in their entirety since they have expired. All other numbered exceptions in this section have been re-numbered accordingly.
- A new exception was added: "**12. Oracle Transportation Management/Global Trade Management 6.4**: The Extended Support fee will be waived for the period January 1, 2022 through December 31, 2022. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below."

Additional Support Services Available for Purchase - Oracle Market-Driven Support for Oracle Database 11g Release 2

- Replaced the Availability Matrix:

ORACLE MARKET-DRIVEN SUPPORT FOR ORACLE DATABASE 11GR2	UPGRADE PLANNING WORKSHOP	AVAILABILITY (See limitations below)		
		Platform as a Service (PaaS)	Non-PaaS	
Small, medium, large	Included	January 01, 2021 – December 31, 2021 [1]	January 01, 2021 – December 31, 2021	January 01, 2022 – December 31, 2022
Economy	Not included	January 01, 2021 – December 31, 2021 [1]	January 01, 2021 – December 31, 2021	N/A

With the Following:

ORACLE MARKET-DRIVEN SUPPORT FOR ORACLE DATABASE 11GR2	UPGRADE PLANNING WORKSHOP	AVAILABILITY (See limitations below)
Small, medium, large	Included	January 01, 2021 – December 31, 2021 [1] January 01, 2022 – December 31, 2022
Economy	Not included	January 01, 2021 – December 31, 2021 [1]

[1] Extended Support ends 31-Mar-2021

Additional Support Services Available for Purchase - Oracle Market-Driven Support for Oracle Database 11g Release 2 – Purchase Oracle Market-Driven Support for Oracle Database 11g Release 2, Oracle will provide the following for the number of production 11.2.0.4 databases identified in your order:

- Number 4, replaced “section 4.a and 4.b” with “section 3.a and 3.b”

December 1, 2020

Lifetime Support – Exceptions for customers with a current support contract running:

- In Exception 12, in the first sentence replaced, "December 31, 2020" with, "January 31, 2021"

October 2, 2020

Oracle Technical Support Levels – Software Update License & Support

- Replaced "http://www.oracle.com/us/support/contact/health-sciences-license-support/index.html" found in 3rd bullet in the fourth paragraph with a global hyperlink "https://www.oracle.com/industries/health-sciences/support.html"

Additional Support Services Available for Purchase – Severity 1 Fixes and Financials Legislative Update for E-Business Suite

- Replaced the embedded hyperlink for E-Business Suite 11.5.10 Minimum Patch Level and Extended Support Information Center (Doc ID 1199724.1) (https://support.oracle.com/epmos/faces/DocumentDisplay?_afrLoop=466427329927388&id=1199724.1&_adf.ctrl-state=153qileody_77) in the 3rd bullet in the sixth paragraph with "https://support.oracle.com/rs?type=doc&id=1199724.1"
- Replaced the embedded hyperlink for Oracle E-Business Suite Error Correction Support Policy (Doc ID 11905034.1) (https://support.oracle.com/epmos/faces/DocumentDisplay?_afrLoop=466846665738413&id=1195034.1&_adf.ctrl-state=153qileody_134) in the 3rd bullet in the sixth paragraph with "https://support.oracle.com/rs?type=doc&id=1195034.1"
- Replaced the embedded hyperlink for Additional Coverage Options for 11.5.10 E-Business Suite Sustaining Support (Doc ID 1596629.1) (https://support.oracle.com/epmos/faces/DocumentDisplay?id=1596629.1) in the 5th bullet in the sixth paragraph with "https://support.oracle.com/rs?type=doc&id=1596629.1"

Additional Support Services Available for Purchase – Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM

- Replaced the embedded hyperlink for Lifetime Support Summary for PeopleSoft Releases (Doc ID 2238983.2) (https://support.oracle.com/epmos/faces/DocumentDisplay?parent=SrDetailText&sourceId=3-22211852161&id=2238983.2) in the fifth paragraph with "https://support.oracle.com/rs?type=doc&id=2238983.2"

Additional Support Services Available for Purchase – Oracle Market- Driven Support for Oracle Database 11g Release 2

- Replaced the Availability Matrix:

ORACLE MARKET-DRIVEN SUPPORT FOR ORACLE DATABASE 11GR2	UPGRADE PLANNING WORKSHOP	AVAILABILITY	
Small, medium, large	Included	January 01, 2021 – December 31, 2021	January 01, 2022 – December 31, 2022 *
Economy	Not included	January 01, 2021 – December 31, 2021	N/A

** The availability date range was incorrectly listed in the August 10, 2020 update to these policies and corrected on August 11, 2020 to show the correct availability date range (original: January 1, 2021 – December 31, 2021/ corrected date: January 1, 2022 – December 31, 2022)*

With the Following:

ORACLE MARKET-DRIVEN SUPPORT FOR ORACLE DATABASE 11GR2	UPGRADE PLANNING WORKSHOP	AVAILABILITY (See limitations below)		
		Platform as a Service (PaaS)	Non-PaaS	
Small, medium, large	Included	January 01, 2021 – December 31, 2021 [1]	January 01, 2021 – December 31, 2021	January 01, 2022 – December 31, 2022
Economy	Not included	January 01, 2021 – December 31, 2021 [1]	January 01, 2021 – December 31, 2021	N/A

[1] Extended Support ends 31-Mar-2021

Additional Support Services Available for Purchase – Oracle Market- Driven Support for Oracle Database 11g Release 2

- Replaced the third exclusion with the following:
  "3. Support is available only for the following platforms:

  a. Non-PaaS:
  i. Linux x86 (32 bit and 64 bit)
  ii.Solaris x86-64 (64 bit)
  iii. Solaris SPARC (64 bit)
  iv. IBM AIX on Power Systems (32 bit and 64 bit)
  v. IBM Linux on System Z (ZLinux)
  vi. HP-UX Itanium, HP-UX PA RISC (64 bit)
  vii. Windows x86 (64 bit)
  viii. Oracle ExaData

  b. PaaS:
  i. Oracle Database Cloud Services on Oracle Cloud Infrastructure (OCI)
  ii. Oracle Database Cloud Services on Oracle Cloud@Customer
  iii. Oracle Exadata Cloud Service on OCI
  iv. Gen1 Oracle Exadata Cloud@Customer
  v. Gen2 Oracle Exadata Cloud@Customer"

- Added a fourth exclusion:
  " 4. Any platform not specifically supported, as indicated in section 4.a and 4.b above, is excluded, including, but not limited to: Oracle Database Cloud Service on OCI-Classic, Oracle Exadata Cloud Service on OCI-Classic, and Oracle SuperCluster."

Web-Based Customer Support Systems – My Oracle Support

- Replaced the embedded link for "Health Sciences License Support page" (http://www.oracle.com/us/support/contact/health-sciences-license-support/index.html) found in the 3rd paragraph with a global hyperlink "https://www.oracle.com/industries/health-sciences/support.html"

Global Customer Support Data Protection Practices

- Replaced the embedded link for "Global Customer Security Practices (PDF)" (http://www.oracle.com/support/policies.html) with a global link https://www.oracle.com/us/support/library/customer-support-security-practices-069170.pdf in both the second and third paragraphs

Contact Information

- Replaced the embedded link for Oracle's support website (http://www.oracle.com/us/support/contact-068555.html) and replaced with a global hyperlink "https://www.oracle.com/support/contact.html"

September 11, 2020

Oracle Technical Support Levels - Extended Support

- Added a new 6th bullet following the first paragraph: "Regulatory updates for certain Oracle Financial Services and Oracle Banking Platform programs and jurisdictions will be delivered in accordance with the Oracle Financial Services Software and Oracle Banking Platform Regulatory Updates Delivery Policy document located here"

August 10, 2020

Additional Support Services Available for Purchase - Oracle Market-Driven Support for Oracle Database 11g Release 2

- Replaced the Availability Matrix:

Availability	
January 01, 2021 – December 31, 2021	January 01, 2022 – December 31, 2022

With the Following:

Oracle Market-Driven Support for Oracle Database 11gR2	Upgrade Planning Workshop	Availability	
Small, medium, large	Included	January 01, 2021 – December 31, 2021	January 01, 2022 – December 31, 2022
Economy	Not included	January 01, 2021 – December 31, 2021	N/A

- In the first sentence of subsection 2 inserted, "not included with Oracle Market-Driven Support for Oracle Database 11gR2 - Economy" before "that includes:"

August 3, 2020

Additional Support Services Available for Purchase - Oracle Utilities Live Energy Connect Programs Support

- Replaced the following section **"Oracle Utilities Live Energy Connect Programs Support**
  If you acquire support services for Oracle Utilities Live Energy Connect Programs on your order, Oracle will provide the services as described in the Oracle Software Technical Support Policies for Oracle Utilities Live Energy Connect Programs."

  With

"Oracle Utilities Live Energy Connect Programs Support
If you acquired support services for Oracle Utilities Live Energy Connect Programs on your order prior to August 3, 2020, Oracle will provide the services as described in the Oracle Software Technical Support Policies for Oracle Utilities Live Energy Connect Programs. If your order for support services for Oracle Utilities Live Energy Connect Programs is dated subsequent to August 3, 2020, unless otherwise stated on your order, Oracle will provide those services as described in the then-current Oracle Software Technical Support Policies."

July 10, 2020

Lifetime Support – Exceptions for customers with a current support contract running:

- In Exception 8, in the first sentence replaced, "May 2021" with, "May 2025"
- Inserted a new Exception 14, "**Oracle Rdb and Oracle CODASYL Database 7.3.3:** The Extended Support fee will be waived for the period September 2020 - August 2021. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below."

June 5, 2020

Lifetime Support – General Exceptions

- Inserted the following as the new first section:
  "**General Exceptions**
  For Oracle Database releases designated as an "Oracle Database Innovation Release" in the Lifetime Support Policy and on ODSC, Premier Support will be available for two years from the generally available date. Please refer to the Lifetime Support Policy: Coverage for Technology Products document for complete support lifecycle information."
- In the new second section, inserted, "Exceptions" at the beginning of the phrase and replaced, "F" with "f"

Lifetime Support – Exceptions for customers with a current support contract running:

- In Exception "13. **Oracle Database 12.2.0.1**" in the second sentence, inserted, "Fujitsu BS2000" after, "HP-UX Itanium"

Additional Support Services Available for Purchase – Business Critical Fixes and Limited Updates for Oracle E-Business Suite

- Inserted the following new section after, "Advanced Customer Support":
  Business Critical Fixes and Limited Updates for Oracle E-Business Suite
  Business Critical Fixes and Limited Updates for Oracle E-Business Suite is available for Oracle E-Business Suite release 12.1.3. If You acquire Business Critical Fixes and Limited Updates for Oracle E-Business Suite on your order, Oracle will use commercially reasonable efforts to provide the following for one calendar year:
  - Code fixes, data fixes, and/or workarounds for Severity 1 and Severity 2 service requests ("SRs")
  - Periodic critical security patches and updates, on a schedule determined by Oracle, provided solely at Oracle's discretion for issues that pose a potential Severity 1 or Severity 2 business risk

- Product localizations for the applicable contract year, provided at Oracle's discretion, limited to legislative or regulatory updates backported from Oracle E-Business Suite release 12.2, including United States Tax Form 1099
- Periodic payroll tax updates, including start-of-year and end-of-year updates that are applicable during the contract year

The scope of this service includes commercially reasonable efforts to provide support and fixes for the Oracle E-Business Suite application and the technology components and versions embedded in the Oracle E-Business Suite application-tier technology stack. Details regarding the versions and patch levels for the Oracle E-Business Suite application-tier technology stack can be found on My Oracle Support in Infrastructure Requirements for Business Critical Fixes and Limited Updates for Oracle E-Business Suite 12.1.3 (Doc ID 2647635.1). Support for versions of the Oracle Database used with Oracle E-Business Suite is subject to separate standard support policies and timelines for Oracle Database.

This service is available for the following periods:

Business Critical Fixes and Limited Updates for Oracle E-Business Suite	Availability	
12.1.3	January 01, 2022 – December 31, 2022	January 01, 2023 – December 31, 2023

The following restrictions and limitations apply:

- Your licensed Oracle E-Business Suite 12.1.3 must be currently supported with Software Update License & Support
- Except where otherwise explicitly included, external integrations, products, and technologies that are used in conjunction with Oracle E-Business Suite are excluded and subject to their own standard support policies and timelines
- Oracle reserves the right to exclude some Oracle E-Business Suite products from this service. The current list of excluded products are noted on My Oracle Support in Products Excluded from Business Critical Fixes and Limited Updates for Oracle E-Business Suite 12.1.3 (Doc ID 2658179.1)
- The Oracle E-Business Suite 12.1.3 environment must be updated to the minimum patch levels as described on My Oracle Support in Minimum Code Level Requirements for Business Critical Fixes and Limited Updates for Oracle E-Business Suite 12.1.3 (Doc ID 2658189.1)
- Any updates that require architectural changes to the Oracle E-Business Suite application are specifically excluded from this service
- Updates for Oracle E-Business Suite 12.1.3 will not be available any sooner than updates for a subsequent release of Oracle E-Business Suite (e.g., Oracle E-Business Suite release 12.2 or higher) and such updates will be limited in scope to features that are available with such subsequent release of Oracle E-Business Suite (e.g., Oracle E-Business Suite release 12.2 or higher), excluding any deprecated features
- Backporting of legislative or regulatory updates are provided at Oracle's discretion and will be limited to changes that are architecturally compatible with Oracle E-Business Suite 12.1.3.
- Payroll tax updates will be limited to United States, Canada, and the United Kingdom. All other countries and jurisdictions are specifically excluded from this service but may be available as a separate service from Oracle subject to additional fees
- The scope of this service also specifically excludes the following:
  - Any third party program or third party application, and/or any customizations

- New certifications or integrations with other Oracle products or third party products, including browsers and operating systems
- Functional upgrades of any kind, except the ERP product localizations explicitly included above"

Additional Support Services Available for Purchase – PeopleSoft Payroll Tax Updates

- In the first sentence of the second paragraph replaced, "that" with, "such" and inserted, "that are" before "made available"
- Deleted the third paragraph that read:
  "*United Kingdom Payroll Tax Updates for PeopleSoft*
  If you acquire United Kingdom Payroll Tax Updates for PeopleSoft on your order, Oracle will provide one United Kingdom tax year (April to April) of tax updates for the applicable PeopleSoft HCM Payroll for United Kingdom program release, including tax updates made available within 30 days following the end of the applicable tax year."

  - Replaced the Availability Matrix:

PeopleSoft HCM Payroll Tax Update Program Release	North America Availability	United Kingdom Availability
HCM Release 8.8	January 1, 2017 – December 31, 2017 January 1, 2018 – December 31, 2018	N/A
HCM Release 8.9	January 1, 2017 – December 31, 2017	N/A
HCM Release 9.0	January 1, 2017 – December 31, 2017 January 1, 2018 – December 31, 2018 January 1, 2019 – December 31, 2019 January 1, 2020 – December 31, 2020 January 1, 2021 – December 31, 2021	N/A
HCM Release 9.1	February 1, 2018 – December 31, 2018 January 1, 2019 – December 31, 2019 January 1, 2020 – December 31, 2020 January 1, 2021 – December 31, 2021 January 1, 2022 – December 31, 2022	February 1, 2018 – April 5, 2019 April 6, 2019 – April 5, 2020

With the following:

PeopleSoft HCM Payroll Tax Update Program Release	North America Availability
HCM Release 9.0	January 1, 2017 – December 31, 2017 January 1, 2018 – December 31, 2018 January 1, 2019 – December 31, 2019 January 1, 2020 – December 31, 2020 January 1, 2021 – December 31, 2021
HCM Release 9.1	February 1, 2018 – December 31, 2018 January 1, 2019 – December 31, 2019 January 1, 2020 – December 31, 2020 January 1, 2021 – December 31, 2021 January 1, 2022 – December 31, 2022

- In the new third paragraph in the first sentence deleted, "or United Kingdom Payroll Tax Updates for Peoplesoft"

Additional Support Services Available for Purchase – Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM

- Replaced the Availability Matrix:

PeopleSoft HCM and FSCM Program Release	Availability	Availability
9.0	January 1, 2019 – December 31, 2019	January 1, 2020 – December 31, 2020
9.1	February 1, 2018 – December 31, 2019	January 1, 2020 – December 31, 2020

With the Following:

PeopleSoft HCM and FSCM Program Release	Availability		
9.0	January 1, 2020 – December 31, 2020	N/A	N/A
9.1	January 1, 2020 – December 31, 2020	January 1, 2021 – December 31, 2021	January 1, 2022 – December 31, 2022

- Inserted the following as a new fourth paragraph:
"The fixes and updates for the PeopleSoft HCM and FSCM releases covered by this service will be limited to functionality provided with the most current PeopleSoft HCM and FSCM release (e.g., PeopleSoft HCM and FSCM release 9.2), and excludes any deprecated product features. Details regarding deprecated functionality can be found on My Oracle Support in Lifetime Support Summary for PeopleSoft Releases (Doc ID 2238983.2). Oracle will not provide fixes or updates any sooner or with any greater scope than what is made available with the most current release of PeopleSoft HCM and FSCM."

Additional Support Services Available for Purchase – Severity 1 Fixes and Legislative Updates for Campus Solutions 9.0

- Replaced the Availability Matrix:

PeopleSoft Campus Solutions Program Release	Availability
9.0	January 1, 2020 – December 31, 2020

With the Following:

PeopleSoft Campus Solutions Program Release	Availability	
9.0	January 1, 2020 – December 31, 2020	January 1, 2021 – December 31, 2021

Additional Support Services Available for Purchase – North American Payroll Tax Updates for Oracle JD Edwards EnterpriseOne

- Replaced the title of the Availability Matrix, "JD Edwards EnterpriseOne Program Release" with, "North American Payroll Tax Updates for Oracle JD Edwards EnterpriseOne"

Additional Support Services Available for Purchase – Oracle Market Driven Support for Oracle Database 11g Release 2

- In the first sentence, after "Release 2 is available for the Oracle Database" deleted, "Enterprise Edition"
- In the third paragraph, subsection 3, deleted, "32 bit and" in the parenthetical following "Windows x86".

April 29, 2020

Additional Support Services Available for Purchase

- Inserted the following new section:
  "**Oracle Utilities Live Energy Connect Programs Support**
  If you acquire support services for Oracle Utilities Live Energy Connect Programs on your order, Oracle will provide the services as described in the Oracle Software Technical Support Policies for Oracle Utilities Live Energy Connect Programs."

April 21, 2020

Lifetime Support – Exceptions

- In Exception 2. in the second paragraph replaced, "December 2020" with, "July 2022"

April 10, 2020

Support Terms – Matching Service Levels

- In the first sentence, inserted a comma after, "Premier Support"

Lifetime Support – Exceptions

- Inserted the following at the end of the section as a new exception:
  "Oracle Database 12.2.0.1: Premier Support error correction provided for the period of December 1, 2020
  through March 31, 2022 will be limited to Severity 1 production fixes and security fixes delivered via the Quarterly Release Update (RU) process. Error Correction support will be available only for the following platforms: Linux x86-64, Solaris x86-64, Solaris SPARC, IBM AIX on Power Systems, IBM Linux on System Z (ZLinux), HP-UX Itanium, and Microsoft Windows x64. This extension excludes:
  - Functional upgrades of any kind, issues associated with Third-Party software, and certifications with new versions of the OS
  - Embedded components in the Oracle Database that rely upon de-supported releases of Java products; Updates to any cryptography related functionality, including, but not limited to, Transport Layer Security (TLS), network encryption, and other forms of secured communications

Support Levels – Oracle Communications Network Software Premier & Sustaining Support

- In the first sentence after, "Diameter Signaling Router" inserted, "Network Function Edition;"; deleted the "&" before, "Integrated Diameter Intelligence Hub; and inserted, "Cloud Native Core;" after, "Policy Management Network Function Edition;"

February 3, 2020

Oracle Technical Support Levels – Software Update License & Support

- Deleted "OFSAA and OBP" in bullet number 7, and replaced with "Oracle Financial Services Software and Oracle Banking Platform Regulatory Updates"

Additional Support Services Available for Purchase

- Inserted the following new section:
  "**Oracle Solaris 10 Container Support**
  Oracle Solaris 10 Container Support is available for the Oracle Solaris 10 Container program.

  Oracle Solaris 10 Container Support consists of:

  - Access to Solaris 10 patches and fixes; including those created during Extended Support if offered
  - Assistance with service requests 24 hours per day, 7 days a week
  - Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
  - Non-technical customer service during normal business hours

  Oracle Solaris 10 Container Support does not include upgrades to new program releases."

January 10, 2020

Additional Support Services Available for Purchase - North American Payroll Tax Updates for Oracle JD Edwards EnterpriseOne

- Replaced the Availability Matrix:

JD Edwards EnterpriseOne Program Release	Availability
9.0	December 1, 2018 - December 31, 2020

With the following:

JD Edwards EnterpriseOne Program Release	Availability	Availability
9.0	December 1, 2018 - December 31, 2019	January 1, 2020 - December 31, 2020
9.1	April 1, 2020 – December 31, 2020	January 1, 2021 - December 31, 2021

Additional Support Services Available for Purchase - Severity 1 Fixes and Tax Form Updates for Oracle JD Edwards EnterpriseOne

- Replaced the Availability Matrix:

JD Edwards EnterpriseOne Program Release	Availability
9.0	December 1, 2018 - December 31, 2020

With the following:

JD Edwards EnterpriseOne Program Release	Availability	Availability
9.0	December 1, 2018 - December 31, 2019	January 1, 2020 – December 31, 2020
9.1	April 1, 2020 – December 31, 2020	January 1, 2021 – December 31, 2021

December 4, 2019

Lifetime Support – Exceptions

- Inserted a new Note 12, "**WebLogic Server and Coherence 12.1.3:** Extended Support for the period of January 1, 2020 through December 31, 2020 will be limited to Severity 1 and security fixes."

Additional Support Services Available for Purchase – Oracle Market Driven Support for Oracle Database 11g Release 2

- In the second paragraph, subsection 1., replaced, "critical patch update(s) ("CPU")" with, "security patches"
- In the second paragraph, subsection 1. (b), replaced, "CPUs, including" with, "critical"; inserted, "patches and" after, "security"; and inserted, ", and subject to the limitations defined below." At the end of the sentence.

October 4, 2019

Lifetime Support – Exceptions

- Inserted a new Note 11, "**Oracle Business Intelligence Applications 11.1.1.10.2:** The Extended Support fee will be waived for the period January 2020-June 2021. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below."

Additional Support Services Available for Purchase – Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite

- In the Availability Matrix, inserted, "January 1, 2020 – December 31, 2020" as a second column

Additional Support Services Available for Purchase – PeopleSoft Payroll Tax Updates

- In the Availability Matrix, for "HCM Release 9.0", inserted, "January 1, 2020 – December 31, 2020" as the last North America Availability date range

Additional Support Services Available for Purchase – Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM

- In the Availability Matrix, for release 9.0, inserted, "January 1, 2020 – December 31, 2020" in the third column

Additional Support Services Available for Purchase – North American Payroll Tax Updates for Oracle JD Edwards EnterpriseOne

- In the Availability Matrix, replaced, "December 31, 2019" with, "December 31, 2020" – December 31, 2020"

Additional Support Services Available for Purchase – Severity 1 Fixes and Tax Updates for Oracle JD Edwards EnterpriseOne

- In the Availability Matrix, replaced, "December 31, 2019" with, "December 31, 2020" – December 31, 2020"

Additional Support Services Available for Purchase – Oracle Market Driven Support for Oracle Database 10g Release 2

- Deleted the following offering:

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

  Oracle Market-Driven Support for Oracle Database 10g Release 2 is available for the Oracle Database Enterprise Edition Release 10.2.0.5.

  If you acquire Oracle Market-Driven Support for Oracle Database 10g Release 2 on your order, Oracle will provide the following services for the number of production 10.2.0.5 databases identified in your order:

  1. Oracle Market-Driven Support for Oracle Database 10g Release 2 will be limited to Severity 1 fixes and critical patch update(s) ("CPU").
  2. A database upgrade planning workshop ("Workshop") that includes:
     a. One remote presentation for up to four hours, not to exceed 30 attendees to provide advice and guidance on the creation of your upgrade plan from Oracle Database Enterprise Edition Release 10.2.0.5 to an Oracle Database Enterprise Edition Release that is covered by Software Update License & Support; and
     b. After the conclusion of the Workshop, Oracle will provide telephone support (Monday through Friday, 9:00am to 5:00pm local time, excluding local holidays) to respond to questions and offer guidance regarding your upgrade plan for up to the number of hours identified in your order.
  3. Access to Oracle's Unlimited Learning Subscription ("ULS") for up to five Named Users for customers with contracts that started before August 1, 2018. The ULS includes Training On Demand, Learning Streams and Cloud Learning Subscription access. More information on ULS can be found at http://education.oracle.com/us/terms/termspolicies030115.html

  The service is available for the following periods:

Availability	
August 1, 2017[1] – July 31, 2018	August 1, 2018[2] – July 31, 2019

  Your fee for Oracle Market-Driven Support for Oracle Database 10g Release 2 services will be based upon Oracle's then current pricing in effect at the time of your order.

  In order to acquire Oracle Market-Driven Support for Oracle Database 10g Release 2 services, your licensed Oracle database(s) must be currently supported with Software Update License & Support. Severity 1 fixes and CPUs will be delivered through My Oracle Support.

  Oracle Market-Driven Support for Oracle Database 10g Release 2 services are not renewable or available after July 31, 2019. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Oracle Market-Driven Support for Oracle Database 10g Release 2 services are not subject to the Reinstatement policies stated above.

  [1]Effective August 1, 2017, the following platforms will no longer be eligible for support under Oracle Market-Driven Support for Oracle Database 10g Release 2:

a. Microsoft Windows (32 bit); and
b. Microsoft Windows (64 bit)

[2]Effective August 1, 2018 and after, Oracle Market-Driven Support for Oracle Database 10g Release 2 will be subject to the following restrictions and limitations:

a. CPUs will no longer be provided on a regular schedule, and the release of any CPU is solely at Oracle's discretion;
b. HP Itanium and IBM z/OS platforms will no longer be eligible for this service; and
c. Oracle will use commercially reasonable efforts to provide fixes or workarounds for Severity 1 service requests.

Additional Support Services Available for Purchase – Oracle Market Driven Support for Oracle Database 11g Release 2

- Inserted the following as a new offering:

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

Oracle Market-Driven Support for Oracle Database 11g Release 2 is available for the Oracle Database Enterprise Edition Release 11.2.0.4 for the following periods:

Availability	
January 01, 2021 – December 31, 2021	January 01, 2022 – December 31, 2022

If you purchase Oracle Market-Driven Support for Oracle Database 11g Release 2, Oracle will provide the following for the number of production 11.2.0.4 databases identified in your order:

1. Severity 1 fixes and critical patch update(s) ("CPU") as follows:
    a. Workarounds and/or fixes for Severity 1 service requests ("SRs") delivered by Oracle through My Oracle Support using commercially reasonable efforts.
    b. Periodic CPUs, including security updates, on a schedule determined by Oracle and provided solely at Oracle's discretion for issues that potentially pose a Severity 1 business risk.
2. One database upgrade planning workshop ("Workshop") that includes:
    a. Two remote sessions to present an overview of the new features included in the Oracle Database release 19c or higher that is covered by Software Update License & Support; and
    b. Guidance and advice delivered remotely by Oracle regarding Your Oracle Database upgrade preparation and planning, limited to four participants named by You.
3. An assigned Technical Account Manager (TAM) that serves as an escalation point of contact for assistance with patch download or installation issues.

Oracle Market-Driven Support for Oracle Database 11g Release 2 is subject to the following limitations and exclusions:

1. Your licensed Oracle Database 11.2.0.4 must be currently supported with Software Update License & Support.
2. Support is limited to the Oracle Database, specifically excluding the following:

a. Any other Oracle program, including, but not limited to, Fusion Middleware, Java products, Oracle Applications, SQL Developer, Audit Vault, Database Firewall, TimesTen, and MySQL;
b. Functional upgrades of any kind, issues associated with Third Party Software, and/or certifications with new versions;
c. Embedded components in the Oracle database that rely upon desupported releases of Java products;
d. Updates to any cryptography related functionality, including, but not limited to, Transport Layer Security (TLS), network encryption, and other forms of secured communications.

3. Support is available only for the following platforms: Linux x86 (32 bit and 64 bit), Solaris x86-64 (64 bit), Solaris SPARC (64 bit), IBM AIX on Power Systems (32 bit and 64 bit), IBM Linux on System Z (ZLinux), HP-UX Itanium, HP-UX PA RISC (64 bit), and Windows x86 (32 bit and 64 bit).

September 13, 2019

Additional Support Services Available for Purchase – Advanced Customer Support

- Deleted the previous sixth bullet, "Oracle Software Enhancement Service for Oracle Entitlements Server 11gR2"
- Inserted, "Oracle Retail Store Open Support" as a new sixth bullet
- Inserted, "Oracle Retail Close Support" as a new seventh bullet

Additional Support Services Available for Purchase – Severity 1 Fixes and Legislative Updates for Campus Solutions 9.0

- Inserted the following at the end of the first sentence, ", excluding Campus Mobile functionality that leverages the Oracle Mobile Application Framework (Oracle MAF) platform."

August 29, 2019

Additional Support Services Available for Purchase – Advanced Customer Support

- Inserted the following new section:
  "**Advanced Customer Support**
  If you acquire any of the following Advanced Customer Support services on your order, Oracle will provide the services as described in the applicable service description in the ACS Service Descriptions document published on http://www.oracle.com/contracts:
- Oracle Priority Support
- Oracle Priority Support for Hotel and Food and Beverage
- Oracle Priority Support Advantage
- Oracle Priority Support Connected
- Oracle Functional Help Desk for Oracle Retail and Hospitality
- Oracle Software Enhancement Service for Oracle Entitlements Server 11gR2"

Additional Support Services Available for Purchase – Oracle Priority Support

- Deleted this section

Additional Support Services Available for Purchase – Oracle Priority Support for Hotel and Food and Beverage

- Deleted this section

Additional Support Services Available for Purchase – Oracle Priority Support Advantage

- Deleted this section

Additional Support Services Available for Purchase – Oracle Priority Support Connected

- Deleted this section

Additional Support Services Available for Purchase – Oracle Functional Help Desk for Oracle Retail and Hospitality

- Deleted this section

Additional Support Services Available for Purchase – Oracle Hospitality Cruise Help Desk and Monitoring

- Deleted this section

Additional Support Services Available for Purchase – Oracle Software Enhancement Service for Oracle Entitlements Server 11gR2

- Deleted this section

Additional Support Services Available for Purchase – Oracle Hospitality Cruise Help Desk and Monitoring

- Inserted the following new section:
  "**Oracle Hospitality Cruise Help Desk and Monitoring**
  If you acquire Oracle Hospitality Cruise Help Desk and Monitoring on your order, Oracle will provide Oracle Hospitality Cruise Help Desk and Monitoring as described here."

August 2, 2019

Additional Support Services Available for Purchase – Oracle Priority Support for Hotel and Food and Beverage

- Inserted the following after, "Oracle Priority Support":
  "Oracle Priority Support for Hotel and Food and Beverage
  If you acquire Oracle Priority Support for Hotel and Food and Beverage on your order, Oracle will provide Oracle Priority Support for Hotel and Food and Beverage as described here. "

Additional Support Services Available for Purchase – Oracle Functional Help Desk for Oracle Retail and Hospitality

- Replaced the link, "http://www.oracle.com/us/corporate/contracts/functional-help-desk-2769476.pdf" with, "https://www.oracle.com/a/ocom/docs/corporate/functional-help-desk-retail-hospitality.pdf" "

June 26, 2019

Table of Contents

- In section 8., replaced, “Security” with, “Data Protection”

Global Customer Support Data Protection Practices

- In the title replaced, “Security” with, “Data Protection”
- Deleted the first paragraph that read, “Oracle will provide technical support in accordance with Oracle’s services privacy policy available at http://www.oracle.com/us/legal/privacy/services-privacy-policy-078833.html and Oracle’s Global Customer Support Security Practices, as referenced below.”
- In the second paragraph, deleted the first sentence, “Oracle is deeply committed to the security of its technical support services.”
- In the second paragraph, replaced the new first sentence, “In providing standard technical support services, Oracle will adhere to the Global Customer Support Security Practices, which are available at http://www.oracle.com/support/policies.html.” with, “In providing technical support services, Oracle will also adhere to the applicable administrative, physical, technical and other safeguards described in Oracle’s Global Customer Support Security Practices.”
- In the second paragraph in the second sentence, inserted a “.” after “…at Oracle’s discretion” and capitalized “However”; inserted, “services” after, “Global Customer Support Security Practices during the”; replaced, “for which fees for” with, “of these” and replaced, “have been paid” with “services”.
- In the second paragraph, inserted a new fourth sentence, “You are advised to review these Global Customer Support Security Practices from time to time.”
- In the second paragraph, in the last sentence, deleted “attached”
- In the third paragraph in the first sentence replaced, “global customer” with “the technical”; deleted, “and systems”; and inserted “or privacy” after “security”
- In the third paragraph in the second sentence deleted, “health, payment card, or other” before “sensitive data” and inserted, “such as protected health information or payment card data, which” after “sensitive data”; deleted “that” before “requires” and replaced, “protections” with “security and privacy controls”; inserted, “or different from” after “greater than”.
- In the third paragraph in the last sentence replaced, “to” with “you can”; and replaced, “at: https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1227943.1.” with, “Doc ID 1227943.1”
- Replaced the fourth paragraph, “Notwithstanding the restriction above, some customers may have executed agreements with Oracle governing Global Customer Support’s handling of the personal data of residents in the European Economic Area (“EEA Personal Data”) as well as protected health information (“PHI”) subject to the United States Health Insurance Portability and Accountability Act (“HIPAA”). If you would like to submit EEA Personal Data or PHI to Oracle as part of receiving technical support services, you must:” with, “Notwithstanding the restriction above, if you would like to submit personal information subject to Applicable European Data Protection Law (as such term is defined in the Oracle Data Processing Agreement for Oracle Services) or protected health information (“PHI”) subject to the United States Health Insurance Portability and Accountability Act (“HIPAA”) to Oracle as part of receiving technical support services, you must:”
- At the beginning of the first bullet of the fourth paragraph, inserted, “For PHI” and deleted, “either (i) EU standard Contractual Clauses or data transfer agreement, or (ii)

- In the second bullet and third bullets of the fourth paragraph, replaced, “EEA Personal Data” with, “personal information subject to Applicable European Data Protection Law”
- In the fourth bullet of the fourth paragraph, after, “may contain”, inserted, “personal information subject to Applicable European Data Protection Law (also may be designated as”, and inserted, “in My Oracle Support)” before “or PHI

June 5, 2019

Lifetime Support – Exceptions

- Inserted a new Note 10, “**Java SE 7:** The Extended Support fee will be waived for the period June 2019 - July 2022. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.”

Additional Support Services Available for Purchase – Severity 1 Fixes and Legislative Updates for Campus Solutions 9.0

- In the second to last paragraph replaced, “PeopleTools 8.56 Codeline” with, “PeopleTools 8.55 Codeline”

April 5, 2019

Lifetime Support – Exceptions

- In Note 2. Oracle Database 12*c* Release 1 (12.1), inserted the following as a new second paragraph, “For customers running the E-Business Suite programs, the Extended Support fee has been waived through December 2020 for those Oracle database 12.1 licenses that are used for running the E-Business Suite programs.”
- In Note 3. Oracle Database 11gR2, deleted the first paragraph, “The Extended Support fee has been waived for the period of February 2015 - December 2018. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.” And inserted the following as a new paragraph at the end of the section, “For customers running the E-Business Suite programs, the Extended Support fee has been waived through December 2020 for those Oracle database 11.2 licenses that are used for running the E-Business Suite programs.”

Additional Support Services Available for Purchase – Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite is available for Oracle E-Business Suite

- In the second paragraph replaced, “purchase this service, you will receive” with, “acquire Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite on your order, Oracle will provide”

Additional Support Services Available for Purchase – PeopleSoft Payroll Tax Updates

- In the first sentence of the second paragraph replaced, "purchase" with "acquire"; inserted, "on your order" after "North American Payroll Tax Updates for PeopleSoft"; and replaced, "you will receive" with, "Oracle will provide"
- In the first sentence of the second paragraph replaced, "purchase" with "acquire"; inserted, "on your order" after "United Kingdom Payroll Tax Updates for PeopleSoft"; and replaced, "you will receive" with, "Oracle will provide"

Additional Support Services Available for Purchase – Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM

- In the first sentence of the second paragraph replaced, "Customers who" with "If you"; inserted, "on your order" after, "Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM"; and replaced, "you will receive" with, "Oracle will provide"

Additional Support Services Available for Purchase – Severity 1 Fixes and Legislative Updates for Campus Solutions 9.0

- Inserted the following as a new section after, "Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM":

  "Severity 1 Fixes and Legislative Updates for Campus Solutions 9.0
  Severity 1 Fixes and Legislative Updates for Campus Solutions is available only for Oracle PeopleSoft Campus Solutions release 9.0.

  If you acquire Severity 1 Fixes and Legislative Updates for Campus Solutions 9.0 on your order, Oracle will provide one calendar year of the following:

  - Fixes and/or workarounds for Severity 1 bug fixes
  - United States regulatory and legislative updates provided solely at Oracle's discretion for functional areas including, but not limited, to the following:
    - Financial Aid
    - For SEVIS – Student and Exchange Visitor Information System, changes in batch processing for Student (F/M) and Exchange Visitor (J) visas
    - Form 1098-T update(s) for the applicable tax year(s)
    - Veteran's Benefit Reporting
  - United Kingdom regulatory and legislative updates, provided solely at Oracle's discretion, for Higher Education Statistics Agency (HESA) Data Futures program for the applicable reporting years
  - For other countries, country-specific regulatory and legislative updates, provided solely at Oracle's discretion, for the applicable reporting years
  - Security updates for issues that pose a potential Severity 1 business risk, provided solely at Oracle's discretion

  This service is available for the following release and period:

PeopleSoft Campus Solutions Program Release	Availability
9.0	January 1, 2020 – December 31, 2020

In order to acquire Severity 1 Fixes and Legislative Updates for Campus Solutions 9.0, your licensed Oracle Campus Solution program must be currently supported with Software Update License & Support and must be, at a minimum, on PeopleTools 8.56 Codeline and Bundle 55. Severity 1 Fixes and Legislative Updates for PeopleSoft Campus Solutions 9.0 will be delivered through My Oracle Support.

If you renew Severity 1 Fixes and Legislative Updates for Campus Solutions 9.0, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order."

Additional Support Services Available for Purchase – North American Payroll Tax Updates for Oracle JD Edwards EnterpriseOne

- In the first sentence of the second paragraph replaced, "purchase" with "acquire"; inserted, "on your order" after, "North American Payroll Tax Updates for Oracle JD Edwards EnterpriseOne"; and replaced, "you will receive" with, "Oracle will provide"

Additional Support Services Available for Purchase – Severity 1 Fixes and Tax Form Updates for Oracle JD Edwards EnterpriseOne

- In the first sentence of the second paragraph replaced, "Customers who" with "If you"; inserted, "on your order" after, "Severity 1 Fixes and Tax Form Updates for JD Edwards EnterpriseOne"; and replaced, "you will receive" with, "Oracle will provide"

Additional Support Services Available for Purchase – Oracle Market-Driven Support for Oracle Database 10g Release 2

- Moved the availability matrix below the first section
- In the first sentence of the second paragraph replaced, "purchase" with "acquire"; inserted, "on your order" after, "Oracle Market-Driven Support for Oracle Database 10g Release 2"; and replaced, "you will receive" with, "Oracle will provide"

March 5, 2019

Lifetime Support

- In the fifth paragraph, bullet 7, replaced the link, "Lifetime Support Policy: Coverage for Oracle Financial Services Software" (PDF) with "Lifetime Support Policy: Coverage for Oracle Financial Services Software" (PDF).

January 4, 2019

Lifetime Support – Exceptions

- In Note 3. Oracle Database 11gR2, in the second sentence deleted, "during these periods" and added the following as a new second paragraph, "For customers running the Oracle database 11.2.0.4 release on the HP OpenVMS on Itanium platform, the Extended Support fee has been

waived for the period of January 2019 - December 2020. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below."

- In Note 4. Oracle Database 10gR2, after, "For customers running Oracle Database 10*g*R2 on" inserted, "the IBM z/OS platform, after July 2013, Extended Support will continue to be available at Oracle's then-current Extended Support fees. Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available." and deleted the availability table.
- In Note 5. PeopleSoft Enterprise 9.0 and PeopleSoft Enterprise 9.1, changed the name to, "PeopleSoft Enterprise Campus Solutions 9.0"; in the first sentence replaced "entire" with, "period of January 2016 – December 2019."; and at the beginning of the second sentence inserted, "During this period, you will receive" and replaced, "period" with, "as described in the Oracle Technical Support Levels section below."
- In Note 6. JD Edwards EnterpriseOne, added, "9.1 and JD Edwards World A9.3" to the end of the title; and replaced the entire section with, "The Extended Support fee will be waived for the period of April 2017 – March 2020. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below."
- Deleted Note 7, "7. **Java SE 6:** The Extended Support fee will be waived from January 2016 – December 2018."
- Deleted Note 9, "9. **Oracle Enterprise Manager Cloud Control 12.1:** The Extended Support fee will be waived from November 2016 – October 2017."
- Deleted Note 11, "11. InForm 4.5.6: For Sustaining Support for the InForm 4.6.5 program release, Oracle will continue to provide Severity 1 fixes through October 2018."

Oracle Technical Support Levels – Software Update License & Support

- Deleted bullet number 11, "Until December 31, 2018, remote program updates and patch installation assistance for DIVA programs during normal business hours"

Oracle Technical Support Levels – Extended Support

- Inserted the following in the first paragraph as a new second sentence, ". In order to receive Extended Support, you must continue to pay the technical support fee for SULS/Premier Support and purchase Extended Support." And in the new third sentence, replaced, "supported" with, "Extended Support for eligible" and replaced, "eligible for Extended Support will receive Software Update License & Support limited to" with, "consists of"
- In the "Extended Support for Java SE" paragraph, at the beginning of the first sentence inserted, "Extended Support for eligible" and replaced, "eligible for Extended Support will receive Java SE Support limited to the following" with, "consists of"

Additional Support Services Available for Purchase – Java SE Support and Java SE Support for Independent Software Vendors

- In the second sentence of the first paragraph, inserted, "only" after, "These offerings are"; deleted, "Java SE 6 and"; and replaced, "releases" with, "release"
- In the Availability table, deleted the first column titled, "**Java SE Support and Java SE Support for ISVs**" and deleted the first row of the "**Availability"** column, "Through December 31, 2018"

Additional Support Services Available for Purchase – Payroll Legislative Updates for Oracle E-Business Suite 11.5.10

- Deleted the entire section:
  "**Payroll Legislative Updates for Oracle E-Business Suite 11.5.10**

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is available for Oracle E-Business Suite release 11.5.10 cumulative update 2. Customers who acquire Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 will receive one tax year of payroll legislative updates for the Oracle E-Business Suite 11.5.10 release.
In order to acquire Payroll Legislative Updates for Oracle E-Business Suite 11.5.10, your licensed Oracle E-Business Suite Payroll must be currently supported with Software Update License & Support.

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is available for the following countries and tax years:

Country	2014 Tax Year	2015 Tax Year	2016 Tax Year
United Kingdom	See note 1 below	April 6, 2014 – April 5, 2015	April 6, 2015 – April 5, 2016
United States	See note 1 below	January 1, 2015 – December 31, 2015	January 1, 2016 – December 31, 2016

Notes:

1. For the specified countries and tax years noted above, payroll regulatory updates are provided under Sustaining Support to customers with a current support contract. Please see the Lifetime Support section above for additional information.

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 will be delivered through My Oracle Support and will require the latest available HRMS R11i RUP (See My Oracle Support document Mandatory Family pack/Rollup patch (RUP) levels for Oracle Payroll (Doc ID 295406.1)).

If you renew Payroll Legislative Updates for Oracle E-Business Suite 11.5.10, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is not subject to the Reinstatement policies stated above."

Additional Support Services Available for Purchase – Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite

- In the Availability table, deleted the first column titled, "**Oracle E-Business Suite Program Release"**

Additional Support Services Available for Purchase – Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM

- In the Availability table, inserted a third column titled, "**Availability**" and added an Availability date of, "January 1, 2020 – December 31, 2020" for Program Release 9.1

Additional Support Services Available for Purchase – Exadata Premier Support

- Deleted the entire section:
  "Exadata Premier Support

For information regarding renewals of Exadata Premier Support, please refer to the Exadata Technical Support Policies available at http://www.oracle.com/us/support/policies/index.html."

October 4, 2018

Additional Support Services Available for Purchase – Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM

- In the Availability Matrix, changed the availability for Release 9.0 from "July 1, 2015 – December 31, 2018" to "January 1, 2019 – December 31, 2019"

September 14, 2018

Additional Support Services Available for Purchase – Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite

- Inserted a fourth column in the Availability Matrix for: "Availability: January 1, 2019 – December 31, 2019"

April 20, 2018

Additional Support Services Available for Purchase – Payroll Legislative Updates for Oracle E-Business Suite 11.5.10

- Moved this section under, "Oracle Software Enhancement Service for Oracle Entitlements Server 11gR2"

Additional Support Services Available for Purchase – Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite

- Moved this section under, "Payroll Legislative Updates for Oracle E-Business Suite"

Additional Support Services Available for Purchase – PeopleSoft Payroll Tax Updates

- In the first sentence before, "Availability Matrix" deleted, "PeopleSoft HCM Payroll"
- Replaced the fourth paragraph with, "This service is available for the following periods:"

Additional Support Services Available for Purchase – Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM

- Moved this section under, "PeopleSoft Payroll Tax Updates"
- Inserted, "This service is available for the following periods:" before the Availability Matrix

Additional Support Services Available for Purchase – North American Payroll Tax Updates for JD Edwards EnterpriseOne

- Added the following as a new section:

"North American Payroll Tax Updates for Oracle JD Edwards EnterpriseOne

Payroll Tax Updates for Oracle JD Edwards is available for Oracle JD Edwards EnterpriseOne program releases specified in the Availability Matrix below.

If you purchase North American Payroll Tax Updates for Oracle JD Edwards EnterpriseOne, you will receive one calendar year of United States and/or Canadian payroll tax updates for the applicable Oracle JD Edwards Enterprise One program release for North America. Payroll Tax Updates for Oracle JD Edwards EnterpriseOne is only available for the following North American countries: United States and Canada. North American payroll tax updates for Puerto Rico is not included.

This service is available for the following periods:

JD Edwards EnterpriseOne Program Release	Availability
9.0	December 1, 2018 - December 31, 2019

In order to acquire North American Payroll Tax Updates for Oracle JD Edwards EnterpriseOne, your licensed Oracle JD Edwards EnterpriseOne applications must be currently supported with Software Update License & Support. North American Payroll Tax Updates for Oracle JD Edwards EnterpriseOne will be delivered through My Oracle Support.

If you renew North American Payroll Tax Updates for Oracle JD Edwards EnterpriseOne, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order."

Additional Support Services Available for Purchase – Severity 1 Fixes and Tax Form Updates for JD Edwards EnterpriseOne

- Added the following as a new section:
  "Severity 1 Fixes and Tax Form Updates for Oracle JD Edwards EnterpriseOne
  Severity 1 Fixes and Tax Form Updates for Oracle JD Edwards EnterpriseOne is available for Oracle JD Edwards EnterpriseOne program releases specified in the Availability Matrix below.

  Customers who acquire Severity 1 Fixes and Tax Form Updates for JD Edwards EnterpriseOne will receive one calendar year of:
  - Fixes and/or workarounds for Severity 1 service requests
  - United States Tax Form 1099 update(s) for the applicable tax year(s)
  - Canadian Tax Form T5018 update(s) for the applicable tax year(s)
  - Security updates will be provided solely at Oracle's discretion for issues that potentially pose a Severity 1 business risk

  This service is available for the following periods:

JD Edwards EnterpriseOne Program Release	Availability
9.0	December 1, 2018 - December 31, 2019

  In order to acquire Severity 1 Fixes and Tax Form Updates for Oracle JD Edwards EnterpriseOne, your licensed Oracle JD Edwards EnterpriseOne applications must be currently supported with Software Update License & Support. You must run a release of JDE Tools that does not fall under Sustaining Support, and maintain all pertinent security updates associated with your release of JDE Tools. Severity 1 Fixes and Tax Form Updates for Oracle JD Edwards EnterpriseOne will be delivered through My Oracle Support.

If you renew Severity 1 Fixes and Tax Form Updates for Oracle JD Edwards EnterpriseOne, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order."

Additional Support Services Available for Purchase – Financial and Payroll Legislative Updates for JD Edwards

- Deleted this section

Additional Support Services Available for Purchase – Oracle Market-Driven Support for Oracle Database 10g Release 2

- In the Availability Matrix, deleted the first column dated, "August 1, 2016 - July 31, 2017"
- In the Availability Matrix, changed the date in the new first column to, "August 1, 2017 - July 31, 2018"
- In the Availability Matrix, changed the date in the new second column to, "August 1, 2018 - July 31, 2019"
- Moved the footnotes to the end of the section
- In the paragraph following the Availability matrix, in 3., inserted, "for customers with contracts that started before August 1, 2018" at the end of the sentence
- In the fourth paragraph after the Availability Matrix, replaced, "2018" with "2019"
- Added the following as a second footnote at the end of the section:
  "[2]Effective August 1, 2018 and after, Oracle Market-Driven Support for Oracle Database 10g Release 2 will be subject to the following restrictions and limitations:
  d. CPUs will no longer be provided on a regular schedule, and the release of any CPU is solely at Oracle's discretion;
  e. HP Itanium and IBM z/OS platforms will no longer be eligible for this service; and
  Oracle will use commercially reasonable efforts to provide fixes or workarounds for Severity 1 service requests."

Web-Based Customer Support Systems

- In the first paragraph, inserted the following as the first sentence, "My Oracle Support is Oracle's customer support web site for software support."
- In the second sentence, inserted, "Oracle Support Portal" (containing a hyperlink to the website) before "Terms of Use"; inserted "at Oracle's discretion" after, "…are subject to change"; and deleted, "and a copy of these terms is available upon request"

Tools Used to Perform Technical Support Services

- In the first paragraph, second sentence, deleted, "My" and added a hyperlink to, "Oracle Support Portal Terms of Use"

March 9, 2018

Lifetime Support – Exceptions – (10.) Governance, Risk and Compliance Programs

- In the first sentence, changed, "May 2018" to "May 2021"

Additional Support Services Available for Purchase – PeopleSoft Payroll Tax Updates

- In the PeopleSoft HCM Payroll Tax Availability Matrix in the last row of the table titled "HCM Release 9.1" replaced the first availability date for North America from, "January 1, 2018 – December 31, 2018" with "February 1, 2018 – December 31, 2018"

January 31, 2018

Overview

- In the second sentence of the fifth paragraph deleted, "Phase Forward"

Support Terms – Unsupported Programs

- In the first sentence after, "download" inserted "or"; and deleted "or apply" after receive

Additional Support Services Available for Purchase – PeopleSoft Payroll Tax Updates

- Replaced, "North American" with "PeopleSoft" in the offering title
- In the first paragraph, replaced the first sentence, "North American Payroll Tax Updates is available for the PeopleSoft HRMS Payroll for North America program releases specified in the North American Payroll Tax Updates Service Availability Matrix below. " with, "PeopleSoft Payroll Tax Updates is available for the PeopleSoft HCM (formerly HRMS) Payroll program releases specified in the PeopleSoft HCM Payroll Availability Matrix below."
- Moved the second sentence of the first paragraph into a separate paragraph with the title, "North American Payroll Tax Updates for PeopleSoft
- In the second paragraph in the first sentence, replaced, "these services" with, "North American Payroll Tax Updates for PeopleSoft"; and replaced, "HRMS" with, "HCM"
- In the third paragraph, replaced, "North American" with, "PeopleSoft HCM"; and replaced, "service" with, "applicable program releases"
- Replaced the Availability Matrix

PeopleSoft HRMS Payroll for North American Program Releases	**Availability**
8.8	January 1, 2012 – December 31, 2018
8.9	January 1, 2013 – December 31, 2017
9.0	July 1, 2015 – December 31, 2019
9.1	February 1, 2018 – December 31, 2019

with the following:

PeopleSoft HCM Payroll Tax Updates Availability Matrix		
PeopleSoft HCM Payroll Tax Update Service Program Releases	North America Availability	United Kingdom Availability
HCM Release 8.8	January 1, 2017 – December 31, 2017 January 1, 2018 – December 31, 2018	N/A
HCM Release 8.9	January 1, 2017 – December 31, 2017	N/A

HCM Release 9.0	January 1, 2017 – December 31, 2017 January 1, 2018 – December 31, 2018 January 1, 2019- December 31, 2019	N/A
HCM Release 9.1	January 1, 2018 – December 31, 2018 January 1, 2019 – December 31, 2019 January 1, 2020 – December 31, 2020	February 1, 2018- April 5, 2019 April 6, 2019 – April 5, 2020

- In the fifth paragraph, in the first sentence after, "North American Payroll Tax Updates", inserted, "for PeopleSoft or United Kingdom Payroll Tax Updates for PeopleSoft"; replaced, "HRMS" with, "HCM"; and deleted, "for North American" after, "HCM Payroll"
- In the fifth paragraph, in the second sentence, replaced, "North American" with, "PeopleSoft"
- In the sixth paragraph, replaced, "North American" with, "PeopleSoft"

Web-Based Customer Support Systems – My Oracle Support

- In the second paragraph inserted, "Phase Forward (i.e., InForm, InForm CRF Submit, Central Designer, Central Coding, Clinical Development Center, Clintrial, Empirica (Gateway, Inspections, Signal, Study, Topics, Trace), and LabPas)"
- Added the following as the third paragraph, "For web-based customer support for the Phase Forward programs listed above, please refer to the Health Sciences License Support page."

December 11, 2017

Overview

- In the first sentence of the fifth paragraph deleted, "Phase Forward"

Additional Support Services Available for Purchase – Oracle Software Enhancement Service for Oracle Entitlements Server 11gR2

- Added a new offering, "Oracle Software Enhancement Service for Oracle Entitlements Server 11gR2" after, "Oracle Hospitality Cruise Help Desk and Monitoring"

Additional Support Services Available for Purchase – North American Payroll Tax Updates

- In the fourth row of the Availability Table for release 9.0 changed, "July 1, 2015 – December 31, 2018" to "July 1, 2015 – December 31, 2019"
-

Web-Based Customer Support Systems – My Oracle Support

- In the second paragraph deleted, "Phase Forward (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal, Trace), InForm and LabPas)"

Severity Definitions

- Deleted the, "*" after each Severity Level title
- Deleted the last paragraph of this Section

September 29, 2017

Oracle Technical Support Levels – Oracle Communications Network Software Premier & Sustaining Support

- Added the following program categories to the list of program categories for which Oracle Communications Network Software Premier & Sustaining Support is available: Operations Monitor, Control Plane Monitor, and Fraud Monitor

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August 9, 2017

Additional Support Services Available for Purchase – Severity 1 Fixes and Financial Legislative Updates for Oracle E-Business Suite

- Changed the Availability Table from, "January 1, 2016 – December 31, 2016" to "January 1, 2017 – December 31, 2017" and "January 1, 2017 – December 31, 2017" to "January 1, 2018 – December 31, 2018"
- Inserted the following as a new paragraph at the end of the section, "Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite is not available for all programs. Please contact your Oracle Sales Representative for program availability."

July 20, 2017

Support Terms – Right to Desupport

- In the first sentence, after, "…to desupport certain program releases …", inserted, "(including any embedded third-party programs for which support has been retired by the manufacturer or vendor of such programs for which, in Oracle's good faith determination, it is no longer practicable for Oracle to support)"

Oracle Technical Support Levels – Software Update License & Support

- In the 7th bullet, after, "Regulatory updates for certain Oracle Financial Services", inserted, "and Oracle Banking Platform" and inserted, "OBP" after, "OFSAA"

Oracle Technical Support Levels – Software Update License & Support

- Inserted a new paragraph at the end of this section for Oracle Hospitality Programs

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June 1, 2017

Oracle Technical Support Levels – Oracle Communications Network Software Premier & Sustaining Support

- Inserted, "and critical patch updates" to the end of the first bullet of the second paragraph

- Inserted, “and critical patch updates” to the end of the first bullet of the fourth paragraph
- Inserted, “and critical patch updates” to the end of the first bullet of the fifth paragraph

Oracle Technical Support Levels – Oracle Communications Network Software Support & Sustaining Support

- Inserted, “and critical patch updates” to the end of the first bullet of the second paragraph
- Inserted, “and critical patch updates” to the end of the first bullet of the fourth paragraph
- Inserted, “and critical patch updates” to the end of the first bullet of the fifth paragraph

Additional Support Services Available for Purchase – Java SE Support and Java SE Support for Independent Software Vendors

- Replaced the first sentence with, “As of June 1, 2017, the Java SE Support and Java SE Support for Independent Software Vendors (“ISVs”) offerings are available for renewal only. These offerings are in support of Java SE 6 and Java SE 7 program releases only.”
- Inserted the following table as a new third paragraph,”

  These offerings are available for the following period:

Java SE Support and Java SE Support for ISVs	Availability
Java SE 6 Program Release	Through December 31, 2018
Java SE 7 Program Release	Through April 30, 2020

- Deleted, “If you acquire Java SE Support or Java SE Support for ISVs”, from the beginning of the first sentence of the new fourth paragraph

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May 5, 2017

Lifetime Support – Exceptions – (4.) Oracle Database 10*g*R2

- Deleted the first sentence
- Deleted the row for, “Fujitsu BS2000”
- Deleted the row for, “Linux Itanium and Windows Itanium”
- Deleted the “HP UX and Itanium 2 Processor” subsection
- Deleted, “6. Oracle Portal 11*g*R1 and Oracle Discoverer 11*g*R1 (Oracle Fusion Middleware”
- Deleted, “7. Oracle Exadata Storage Server Software 11.2 (program releases 11.2.3.2.2 and above)”

Oracle Technical Support Levels – Software Update License & Support

- Added a new 7th bullet that reads, **“**Regulatory updates for certain Oracle Financial Services programs and jurisdictions will be delivered in accordance with the OFSAA Regulatory Update Delivery document located here.”
- In the new 11th bullet, changed, “July 1, 2016” to, “December 31, 2018”

Oracle Technical Support Levels – Extended Support

- Deleted the last sentence, “*Extended Support for Oracle Linux* – Extended Support is not available for the Oracle Linux programs.”

March 1, 2017

Lifetime Support – Exceptions

- Added a new (14.) "**Clintrial Integration Solutions (CIS) 4.6.2.**: For Sustaining Support for the Clintrial Integration Solutions (CIS) 4.6.2 program release, Oracle will continue to provide Severity 1 fixes through March 2020."

Oracle Technical Support Levels – Oracle Communications Network Software Premier & Sustaining Support

- Added the following programs to the list of Oracle Communications Network Premier Programs in the first paragraph: Common Signaling; Performance Intelligence Center Network Function Edition; Policy Management Network Function Edition; User Data Repository Network Function Edition; Mobile Security Gateway, and Subscriber-Aware Load Balancer; and Charging Traffic Monitor; and Convergent Charging Controller

Additional Support Services Available for Purchase - Oracle Market-Driven Support for Oracle Database 10g Release 2

- Added a third column to the Availability Matrix, "August 1, 2017[1] – August 1, 2018"
- Added the following note: "[1]Effective August 1, 2017, the following platforms will no longer be eligible for support under Oracle Market-Driven Support for Oracle Database 10g Release 2:
    a. Microsoft Windows (32 bit); and
    b. Microsoft Windows (64 bit)."
- In the last paragraph, changed, "July 31, 2017" to, "July 31, 2018"

Additional Support Services Available for Purchase – Oracle Priority Support Connected

- Added, "Oracle Priority Support Connected" as a new service available for purchase

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January 26, 2017

Lifetime Support – Exceptions

- Inserted a new "2." that states, "**Oracle Database 12c Release 1 (12.1):** The Extended Support fee has been waived for the period of August 2018 – July 2019. During this period, you will receive Extended Support during these periods as described in the Oracle Technical Support Levels section below."
- Renumbered the rest of the section
- In the new "3." changed, "May 2017" to "December 2018"

Additional Support Services Available for Purchase – Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite

- Updated the link for, "E-Business Suite Releases – Support Policy FAQ (Doc ID 1494891.1)"
- Updated the link for, "Additional Coverage Options for 11.5.10 E-Business Suite Sustaining Support (Doc ID 1596629.1)"

December 2, 2016

Additional Support Services Available for Purchase – Oracle Hospitality Cruise Help Desk and Monitoring

- Added this section as a new offering

Additional Support Services Available for Purchase – Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite

- In the first paragraph, in the second sentence, changed, "these service" to, "this service" and replaced, "Severity 1 Fixes for Oracle E-Business Suite release 11.5.10" with, "the following (formerly known as Tier 1 Support")
- Deleted the second paragraph
- In the new second paragraph, in the first sentence, deleted, **"Tier 1** – Tier 1 consists of:" and replaced, "critical patch" with, "security"
- In the new second paragraph, in the second sentence, replaced, "Tier 1", with, "Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite"
- Added an availability Matrix
- In the new fourth paragraph, replaced, "only applies to Oracle E-Business Suite 11.5.10" with, "restrictions and limitations apply"
- Deleted the second bullet point
- Added two additional bullets points at the end

September 26, 2016

Additional Support Services Available for Purchase - Oracle Communications Network Software Premier & Sustaining Support

- Added the following additional program categories to the first paragraph: Elastic Charging Engine, Network Service Orchestration, Converged Service Charging Controller, Recharge and Voucher Management, and Notification Gateway

Additional Support Services Available for Purchase - North American Payroll Tax Updates

- In the North American Payroll Tax Updates Service Availability Matrix, added Program Release 9.1, with the availability of February 1, 2018 – December 31, 2019.

Additional Support Services Available for Purchase – Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite

- In the first sentence of the first paragraph, after, "…you will receive…", deleted, "one (1) United States ("US") Federal Government fiscal year of financials and legislative updates and/or"
- In the second paragraph, deleted, "components that can be purchased separately" at the end of the sentence.
- Deleted the fourth paragraph, "**US Federal Government"**
- Added a new sixth paragraph, "In order to acquire Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite release 11.5.10, your licensed Oracle E-Business Suite must be currently supported with Software Update License & Support."

Additional Support Services Available for Purchase – Severity Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM

- In the PeopleSoft Enterprise Application Service Availability Matrix, added program release 9.1, with the availability of February 1, 2018 – December 31, 2019

Web-Based Customer Support – MS CRM

- Deleted the second subsection titled "**MS CRM**"

July 11, 2016

Overview

- In the fifth paragraph, in the first sentence, inserted, "(US Cruise only)" after "…MICROS Systems programs"
- Deleted the last sentence of the first paragraph

Support Terms – License Set

- In the first sentence of the first paragraph, replaced, "Enterprise Manager" with "Data Enterprise Management programs"

Support Terms – Unsupported Programs

- In the first sentence, after,"…not entitled to download, receive," inserted, "or apply"

Support Terms – Lifetime Support (Exceptions)

- Deleted the section for e-Business Suite

Oracle Technical Support Levels- Software Update License & Support

- In the sixth bullet, deleted the last sentence
- Deleted the Notes section

Oracle Technical Support Levels- Software Update Extended Support

- In the sixth bullet, deleted the last sentence
- Deleted the Notes section

Oracle Technical Support Levels- Sustaining Support

- In the sixth bullet, deleted the last sentence
- Deleted the Notes section

Additional Support Services Available for Purchase - Oracle Developer Studio Tools Support

- Changed the name of the former offering, "Oracle Solaris Tools Suppport" to "Oracle Developer Studio Tools Support" and changed all references to the name in this section
- Deleted the last sentence of the first paragraph
- In the third paragraph, after, "…access to Oracle Solaris or", inserted, "or Oracle Linux"

Additional Support Services Available for Purchase - North American Payroll Tax Updates

- In the Service Availability Matrix, for release 9.0, changed the Availability from "December 31, 2017" to "December 31, 2018"

Oracle Technical Support Levels- Severity 1 Fixes and United States Tax Form 1099 Updates for PeoppleSoft HCM and FSCM

- Added a PeopleSoft Enterprise Applicatioon Service Availability Matrix

Web-Based Customer Support Systems – My Oracle Support

- In the last sentence of the second paragraph, replaced, "MICROS Systems (except as otherwise noted below), with "MS CRM (for MICROS Systems)"

Web-Based Customer Support Systems – MS CRM

- Changed the title of this section from, "Clarify SelfService, MS CRM, and MICROS Retail Portal de Servicio", to "MS CRM"
- In the second sentence, inserted, "MS CRM" after "Access to the" and deleted "Clarify SelfService, MS CRM, and MICROS Retail Portal de Servicio"

June 6, 2016

Oracle Technical Support Levels – Software Update License and Support

- In the sixth bullet of the first paragraph deleted, "…except as otherwise stated in note 1 below for MICROS systems."
- In the seventh bullet deleted, "…and 2,…"
- In the Notes section, deleted Note 1 and moved Note 2 to Note 1

Oracle Technical Support Levels – Extended Support

- In the fifth bullet of the first paragraph deleted, "…except as otherwise stated in note 1 below for MICROS systems."
- In the sixth bullet deleted, "…and 2,…"
- In the Notes section, deleted Note 1 and moved Note 2 to Note 1

Oracle Technical Support Levels – Sustaining Support

- In the fifth bullet of the first paragraph deleted, "…except as otherwise stated in note 1 below for MICROS systems."
- In the sixth bullet deleted, "…and 2,…"
- In the Notes section, deleted Note 1 and moved Note 2 to Note 1

Severity Definitions – Severity 1

- In the second paragraph deleted, Except as otherwise specified herein…" and deleted the second sentence relating to MICROS Systems programs in JAPAC
- In the third paragraph, deleted the last sentence," 24 hour commitment to Severity 1 service requests is not available for Oracle Retail and Hospitality Hardware (JAPAC only)."

May 6, 2016

Lifetime Support – Exceptions: Oracle eBusiness Suite

- Deleted subsection (b) for Oracle eBusiness Suite 11.5.10 Sustaining Support

Lifetime Support – Exceptions: InForm 4.6.5

- Added a new section that states, "For Sustaining Support for the InForm 4.6.5 program release, Oracle will continue to provide Severity 1 fixes through October 2018."

Additional Support Services Available for Purchase - Oracle Market-Driven Support for Oracle Database 10g Release 2

- Updated the availability period

Global Customer Support Privacy & Security Practices

- Moved what used to be the sixth paragraph in section 1. Overview to be the first paragraph of this section
- In the first sentence of the third paragraph, replaced, "if you are", with, "some customers may have executed agreements with Oracle governing Global Customer Support's handling of the personal data of residents in the European Economic Area ("EEA Personal Data") as well as protected health information ("PHI")…"
- Inserted, "EEA Personal Data or" before each reference to "PHI" in this section
- In the first bullet of the second paragraph, after, "Execute", inserted, "either (i) EU standard Contractual Clauses or data transfer agreement, or (ii) a HIPAA"
- Added, "(other than contact information required for Oracle to respond to the SR)" at the end of the third bullet
- Deleted the last bullet

March 14, 2016

Oracle Technical Support Levels – Software Update License & Support

- In Note 1, deleted, "EMEA (Austria, Belgium, Denmark, Finland, France, Germany, Hungary, Ireland, Israel, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland and United Kingdom) and".

Oracle Technical Support Levels – Extended Support

- In Note 1, deleted, "EMEA (Austria, Belgium, Denmark, Finland, France, Germany, Hungary, Ireland, Israel, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland and United Kingdom) and".

Oracle Technical Support Levels – Sustaining Support

- In Note 1, deleted, "EMEA (Austria, Belgium, Denmark, Finland, France, Germany, Hungary, Ireland, Israel, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland and United Kingdom) and".

Oracle Communications Network Software Support & Sustaining Support

- Added, "Oracle Communications User Data Repository" to the list of eligible programs after, "Oracle Communications Policy Management".

Web-Based Customer Support Systems – Clarify SelfService, MS CRM, MICROS Retail Portal de Servicio

- Deleted "Heat Portal, MICROS Self Service Customer Support Portal" from the title and the second sentence of the section.

- Added, “MICROS Systems programs supported by the MICROS EMEA support teams has transitioned from Heat Portal and MICROS Self Service Customer Support Portal to My Oracle Support.“ as the last sentence of this section.

Severity Definitions – Severity 1*

- In the second paragraph, deleted, the third and fourth sentences which read, “For MICROS Systems programs in Austria, Belgium and Portugal, reasonable efforts will be made to respond to Severity 1 service requests within four (4) hours. For MICROS Systems programs in Denmark, Finland, France, Hungary, Ireland, Israel, Luxembourg, Norway, Poland, Sweden, Switzerland and United Kingdom, reasonable efforts will be made to respond to Severity 1 service requests within six (6) hours.”.
- In the third paragraph, deleted the following countries from the fourth sentence, “Austria, Belgium, Denmark, Finland, France, Germany, Hungary, Ireland, Israel, Italy, Luxembourg, Netherlands, Norway, Poland Portugal, Spain, Sweden, Switzerland, United Kingdom,”.

March 1, 2016

Oracle Technical Support Levels – Software Update License & Support

- Under the seventh bullet, added,” Please refer to notes 1 and 2, below.” as the last sentence.
- In the Notes section, added the following note 2, “For MICROS Systems programs in LAD (Argentina, Brazil, Chile, Colombia, Mexico, Panama, Peru, Puerto Rico, and Uruguay) the ability to log service requests is as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html.”

Oracle Technical Support Levels – Extended Support

- Under the sixth bullet, added,” Please refer to notes 1 and 2, below.” as the last sentence.
- In the Notes section, added the following note 2, “For MICROS Systems programs in LAD (Argentina, Brazil, Chile, Colombia, Mexico, Panama, Peru, Puerto Rico, and Uruguay) the ability to log service requests is as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html.”

Oracle Technical Support Levels – Sustaining Support

- Under the sixth bullet, added,” Please refer to notes 1 and 2, below.” as the last sentence.
- In the Notes section, added the following note 2, “For MICROS Systems programs in LAD (Argentina, Brazil, Chile, Colombia, Mexico, Panama, Peru, Puerto Rico, and Uruguay) the ability to log service requests is as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html.”

Oracle Communications Network Software Premier & Sustaining Support

- New section added

Oracle Communications Network Software Support & Sustaining Support

- In the first sentence, changed, “collectively “Oracle Communications Software” with “collectively “Oracle Communications Software Programs” and updated this term throughout the section
- In the first sentence, after “…Oracle Communications EAGLE” added, “(Non ISO)”

- In the first bullet, added, “and” after, “…fixes” and deleted, “and critical patch updates”
- In the third paragraph starting, “Certain Oracle Communications…”, in the first bullet changed, “Updates” to “updates” and added, “,fixes and security alerts created during the Support period”
- In the fourth paragraph starting, “Sustaining Support…”, in the first bullet added “program updates” before “…fixes and security alerts”
- Added a final bullet that reads, “Previously released fixes or updates that Oracle no longer supports”

Additional Support Services Available for Purchase – Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite

- In the first sentence of the first paragraph, after, “Oracle E-Business Suite release…” added, “11.5.10” and deleted the remainder of the sentence.
- In the second sentence, after, “you will receive…”, deleted, “one (1) calendar year of Severity 1 fixes for the applicable Oracle E-Business Suite release and/or” and at the end of the sentence after, “…financials legislative updates” added, “and/or Severity 1 fixes for Oracle E-Business Suite release 11.5.10.”
- Added “release 11.5.10” throughout the section
- In paragraph two, deleted all of the text after,”…that can be purchased separately:”
- Deleted paragraph three, “The components are as follows:”
- In the Tier 1 component description paragraph, changed the date to “December 31, 2016”
- In the Tier 1 component description paragraph replaced, “at no additional fee under Sustaining Support” with “for a fee”
- In the Tier 1 component description paragraph, deleted,” …thereafter the fee will be based upon the then current Tier 1 fee.” And deleted the last sentence of this paragraph.
- Deleted Tier 1, Tier 2, Tier 3, and Single Country component description paragraphs references to these paragraphs in the section
- Deleted the “Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite Service Availability Matrix”
- Edited the Information paragraph to read, “Information on Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite is available on My Oracle Support (E-Business Suite Releases – Support Policy FAQ (Doc ID 1494891.1)). Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite will be delivered through My Oracle Support.”

Additional Support Services Available for Purchase – Payroll Legislative Updates for Oracle E-Business Suite 11.5.10

- In the Availability Table, deleted the following countries: Australia, Canada, India, Japan, Mexico, Republic of Ireland, Saudi Arabia, Singapore, and South Korea
- Removed Note 2

Web-Based Customer Support Systems – Clarify SelfService, MS CRM, Heat Portal and MICROS Self Service Customer Support Portal

- In the second sentence after, “…Micros Self Service Customer Support Portal” added, “and Micros Portal de Servicio…”

Severity Definitions – Severity 1*

- In the last sentence of the second paragraph, added “Oracle Communications Network Software Support & Sustaining Support” after both instances of, “Oracle Communications Network Premier & Sustaining Support”.

January 12, 2016

Oracle Technical Support Levels – Software Update License & Support

- In the Notes section, added "Luxembourg" to the list of "MICROS Systems programs in EMEA, after …Italy"

Oracle Technical Support Levels – Extended Support

- In the Notes section, added "Luxembourg" to the list of "MICROS Systems programs in EMEA, after …Italy"

Oracle Technical Support Levels – Sustaining Support

- In the Notes section, added "Luxembourg" to the list of "MICROS Systems programs in EMEA, after …Italy"

Additional Support Services Available for Purchase – Oracle Functional Help Desk

- Renamed this offering, "Oracle Functional Help Desk for Oracle Retail and Hospitality"

Additional Support Services Available for Purchase - Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite

- In the second sentence, inserted, "of Severity 1 fixes for the applicable Oracle E-Business Suite release and/" after, "…, you will receive one (1) calendar year" and deleted, "…and/or Severity 1 fixes for the applicable Oracle E-Business Suite release." at the end of the sentence.

Additional Support Services Available for Purchase - Severity 1 Fixes for Siebel CRM

- Deleted this offering

Severity Definitions – Severity 1

- In paragraph 2, added "Luxembourg" to the list of MICROS Systems programs with a 6 hour response time
- In paragraph 3, added "Luxembourg" to the list of MICROS Systems programs that are not eligible for the 24 hour support commitment

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December 18, 2015

Lifetime Support

- Added a new note 13 for Governance, Risk and Compliance Programs

December 1, 2015

Support Terms – License Set

- Under the first bullet of "**Programs that share the same source code," added "Oracle Database Standard Edition 2"

Oracle Technical Support Levels – Software Update License & Support

- In the Notes section, (i) added "EMEA" after "For Micros Systems programs in", (ii) added "JAPAC (Australia, Cambodia, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam)" and (iii) replaced "applies" with "apply"

Oracle Technical Support Levels – Extended Support

- In the Notes section, (i) added "EMEA" after "For Micros Systems programs in", (ii) added "JAPAC (Australia, Cambodia, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam)" and (iii) replaced "applies" with "apply"

Oracle Technical Support Levels – Extended Support

- In the Notes section, (i) added "EMEA" after "For Micros Systems programs in", (ii) added "JAPAC (Australia, Cambodia, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam)" and (iii) replaced "applies" with "apply"

Severity Definitions

- In the Severity 1 subsection, the following modifications were made:
    - Added a new second sentence in the second paragraph as follows: "For MICROS Systems programs in JAPAC (Australia, Cambodia, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam), reasonable efforts will be made to respond to Severity 1 service requests within two (2) business hours."
    - Added the following to the last sentence of the third paragraph – "Australia, Cambodia, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam."

November 16, 2015

Lifetime Support

- Under note 4 ("HP-UX and Itanium-2 Processor"), removed the row for Oracle Database 11*g*R2
- Added a new note 12 for Oracle Enterprise Manager Cloud Control 12.1

Additional Support Services Available for Purchase – Oracle Priority Support Advantage

- New section added

Additional Support Services Available for Purchase – Oracle Functional Help Desk

- New section added

Additional Support Services Available for Purchase – Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM

- Offering name changed from "Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft Enterprise Applications" to "Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM"
- Offering name changed throughout this section

Web-Based Customer Support Systems

- In the "Clarify SelfService, MS CRM, Micros-Fidelio JIRA, Heat Self Service, Heat Portal, Redmine and MICROS Self Service Customer Support Portal" subsection, removed Micros-Fidelio JIRA, Heat Self Service and Redmine as cutover to My Oracle Support has been completed

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October 16, 2015

Lifetime Support

- In Note 2, changed "January 2016" to "May 2017"

October 5, 2015

Overview

- In the fifth paragraph, removed "Front Porch Digital" after (i) "MICROS Systems" in the first sentence and (ii) "Nimbula" in the second sentence as transition to My Oracle Support has been completed

Oracle Technical Support Levels – Software Update License & Support

- Added a new eleventh bullet – "Until July 1, 2016, remote program updates and patch installation assistance for DIVA programs during normal business hours"
- At the end of this section, removed Limited Software Update License & Support for Front Porch Digital as these programs have transitioned to My Oracle Support

Web-Based Customer Support Systems

- In the second paragraph under "My Oracle Support," (i) added "(except as otherwise stated below)" after "MICROS Systems" and (ii) removed "Front Porch Digital" as transition to My Oracle Support has been completed
- In the last sentence of the "Clarify SelfService, MS CRM, Micros-Fidelio JIRA, Heat Self Service, Heat Portal, Redmine and MICROS Self Service Customer Support Portal" subsection, (i) removed "Effective August 10, 2015", (ii) replaced "has" with "will" after "(except US Cruise)", and (iii) added "Clarify SelfService" before "PTS"

Severity Definitions

- Due to the transition of Front Porch Digital programs to My Oracle Support, the following changes have been made to the Severity 1 subsection: (i) in the second sentence in the second paragraph

removed “Front Porch Digital programs” before “MICROS Systems” and (ii) in the third paragraph removed “24 hour commitment to Severity 1 service requests is not available for First Porch Digital programs”

September 9, 2015

Overview

- In the last sentence of the fifth paragraph removed “JTECH” as that reference is not applicable to these policies

Lifetime Support

- In the second row of the table under note 3 (“Oracle Database 10*g*R2 – HP OpenVMS on Itanium”), (i) changed the Extended Support fee waiver from “July 2015” to “July 2016” in the first sentence and (ii) changed “August 2015” to “August 2016” in the second sentence
- Under “b)” of note 5 (“Oracle e-Business Suite”), added “and 2015” after “2014”
- Added a new note 11 for Oracle Database Standard Edition 2

Additional Support Services Available for Purchase – North American Payroll Tax Updates

- In the second sentence of the first paragraph, added “including tax updates for that calendar year made available in January of the following calendar year”

Additional Support Services Available for Purchase – Global Payroll Legislative Tax Updates

- Removed this section as this service is no longer available for purchase

Additional Support Services Available for Purchase – Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft Enterprise Applications

- In the first sentence of the first paragraph, changed “Financials (FMS)” to “Financials and Supply Change Management (FSCM)”

Web-Based Customer Support Systems

- In the “Clarify SelfService, MS CRM, PTS, ZenDesk, Onyx, Micros-Fidelio JIRA, Heat Self Service, Heat Portal, Redmine and MICROS Self Service Customer Support Portal” subsection, (i) removed “PTS, ZenDesk, Onyx” and (ii) removed “JTECH” from the last sentence as this reference is not applicable to these policies

Severity Definitions

- In the third paragraph under Severity 1, replaced “24 Hour Commitment to Severity 1 Service Requests for all supported programs, except as otherwise specified herein: OSS will work 24x7 until the issue is resolved or as long as useful progress can be made.” with “Except as otherwise specified, Oracle provides 24 hour support for Severity 1 service requests for supported programs (OSS will work 24x7 until the issue is resolved) when you remain actively engaged with OSS working toward resolution of your Severity 1 service request.”

August 3, 2015

Overview

- In the fifth paragraph, (i) added "Except as otherwise specified in this section" to the beginning of the first sentence and (ii) added a new third sentence – "Effective August 10, 2015, product release and supported platforms information for MICROS Systems programs supported by the MICROS United States and Canadian support teams (except JTECH and US Cruise) will be available in My Oracle Support"

Support Terms – License Set

- Under romanette "(v)" in the first paragraph, replaced "Oracle Java Partner Initiative" with "Oracle Java Platform Integrator program"

Oracle Technical Support Levels – Software Update License & Support

- Under the sixth bullet, added "except as otherwise stated in note 1 below for MICROS Systems"
- Under the seventh bullet, replaced "My Oracle Support, Clarify SelfService, MS CRM, PTS, ZenDesk or Onyx" with "the customer support systems specified in the Web-Based Customer Support Systems section below"
- Removed the eleventh bullet – "For MICROS Systems programs, web-based support is provided through the following: Clarify SelfService, MS CRM, PTS, ZenDesk or Onyx. For PhaseForward programs, web-based support is provided as specified below. For all other Oracle programs, web-based support is provided through My Oracle Support" – as this information is contained in the "Web-Based Customer Support Systems" section.
- Added a "Notes" section

Oracle Technical Support Levels – Extended Support

- Under the fifth bullet, added "except as otherwise stated in note 1 below for MICROS Systems"
- Under the sixth bullet, (i) replaced "My Oracle Support, Clarify SelfService, MS CRM, PTS, ZenDesk or Onyx" with "the customer support systems specified in the Web-Based Customer Support Systems section below" and (ii) added ",unless stated otherwise" to the end of the bullet
- Added a "Notes" section

Oracle Technical Support Levels – Sustaining Support

- Under the fifth bullet, added "except as otherwise stated in note 1 below for MICROS Systems"
- Under the sixth bullet, (i) replaced "My Oracle Support, Clarify SelfService, MS CRM, PTS, ZenDesk or Onyx" with "the customer support systems specified in the Web-Based Customer Support Systems section below" and (ii) added ",unless stated otherwise" to the end of the bullet
- Added a "Notes" section

Web-Based Customer Support Systems

- Under the third paragraph, (i) added "Micros-Fidelio JIRA, Heat Self Service, Heat Portal, Redmine and MICROS Self Service Support Portal" to the header and to the first sentence and (ii) added a new fourth sentence – "Effective August 10, 2015, MICROS Systems programs supported by the MICROS United States and Canadian support teams (except JTECH and US Cruise) will transition from PTS, ZenDesk and Onyx to My Oracle Support"

Severity Definitions

- Under the Severity 1 subsection, the following changes were made:

- In the second paragraph, (i) added "and MICROS Systems programs in Austria, Belgium and Portugal" the second sentence and (ii) added a new third sentence – "For MICROS Systems programs in Denmark, Finland, France, Hungary, Ireland, Israel, Norway, Poland, Sweden, Switzerland and United Kingdom, reasonable efforts will be made to respond to Severity 1 service requests within six (6) hours"
- At the end of the third paragraph, added a new fourth sentence – "24 hour commitment to Severity 1 service requests is not available for MICROS Systems programs in the following countries: Austria, Belgium, Denmark, Finland, France, Germany, Hungary, Ireland, Israel, Italy, Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland and United Kingdom."

July 1, 2015

Overview

- In the fifth paragraph, added (i) "and Front Porch Digital" after "Micros Systems" in the first sentence and (ii) "and Front Porch Digital" after "Nimbula" in the second sentence

Oracle Technical Support Levels – Software Update License & Support

- At the end of this section, added Limited Software Update License & Support for Front Porch Digital programs

Web-Based Customer Support Systems

- At the end of the second paragraph under "My Oracle Support," added "and Front Porch Digital"

Severity Definitions

- Under "Severity 1," added information for Front Porch Digital

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June 12, 2015

Support Terms – First and Second Line Support

- At the end of second paragraph, removed ";however please do not provide Oracle with access to any health, payment card or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices section below"

Lifetime Support

- In Note 5.a, removed the following from the table – "Oracle e-Business Suite 12.0" and "February 2012 – January 2015" as the time frame for this exception has expired
- In Note 7.b, removed the following – "JD Edwards World A9.1: The Extended Support fee will be waived from: May 2013 – April 2015" as the time frame for this exception has expired
- Removed Note 10 as the time frame for this exception has expired – "Oracle Insurance Policy Administration System (J2EE) 8.016.43.0 Sustaining Support: For Sustaining Support for Oracle Insurance Policy Administration Systems (J2EE) 8.016.43.0, Oracle will continue to provide Severity 1 fixes through December 31, 2014."
- Added new Note 10 specific to Java SE 6; the extended support fee will be waived from January 2016 – December 2018

Additional Support Services Available for Purchase – Java SE Support

- Modified the Java SE Support to include Java SE Support for Independent Software Vendors
- In the second sentence of the second paragraph, replaced "minor" with "any" before "updates"

Additional Support Services Available for Purchase – Oracle Java Embedded Development Support and Oracle Java Embedded Suite Development Support

- New section added

Addition Support Services Available for Purchase – North American Payroll Tax Updates

- In the first sentence of the first paragraph, replaced "8.8 Service Pack 1, 8.9 and 9.0" with "specified in the North American Payroll Tax Updates Service Availability Matrix below"
- In the second sentence of the first paragraph, replaced "Customers who acquire North American Payroll Tax Updates" with "If you purchase these services, you"
- Added a new second paragraph to include the North American Payroll Tax Updates Service Availability Matrix
- Removed the following as this information is now contained in the North American Payroll Tax Updates Service Availability Matrix – "North American Payroll Tax Updates may be acquired for the applicable PeopleSoft HRMS Payroll for North American program releases as follows: (i) through December 2017 for program releases 8.9 and 9.0 and (ii) through December 2016 for program release 8.8 Service Pack 1."

Addition Support Services Available for Purchase – Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite

- The name of these services has been changed from "Financials Legislative Updates for Oracle E-Business Suite" to "Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite." The naming has been updated throughout this section.
- In the second sentence of the first paragraph, the following was added after "one (1) calendar year" – "or one (1) Unites States ("US") Federal Government fiscal year"
- In the second paragraph, the following changes were made: (i) in the first sentence, "and US Federal Government" was added after "Single Country" and (ii) the following new third sentence was added - "US Federal Government consists of services for the US Federal Government"
- At the end of the section starting "The components are as follows", the following new paragraph was added – "US Federal Government – US Federal Government consists of: Financials legislative updates for the US Federal Government. If you purchase this service, you will receive financial legislative updates for the US Federal Government for one (1) US Federal Government fiscal year. If you choose the US Federal Government option, your fee for such services will be based on the then-current US Federal Government fee."
- In the "Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Service Availability Matrix," added a new row to the end of the table for US Federal Government
- At the end of the section starting – "The following only applies to Oracle E-Business Suite 11.5.10." (i) added "and US Federal Government to the second bullet and (ii) added a new fourth bullet – "The prerequisite for these services is based on the current minimum prerequisite level as described on My Oracle Support in E-Business Suite 11.5.10 Minimum Patch Level and Extended Support Information Center (Doc ID 1199724.1) and Oracle E-Business Suite Error Correction Support Policy (Doc ID 11905034.1)."

Addition Support Services Available for Purchase – Payroll Legislative Updates for Oracle E-Business Suite 11.5.10

- In the table, the 2016 Tax Year availability for the United States was changed from "Not Available" to " January 1, 2016 – December 31, 2016"

Addition Support Services Available for Purchase – Financial and Payroll Legislative Updates for JD Edwards

- In the first sentence of the first paragraph, added "and A9.1"
- Under Tier 1, Tier 2 and Tier 3, (i) changed "tax" to "calendar" and (ii) removed "(s)" after "year" so that it now reads "calendar year"

Addition Support Services Available for Purchase – Oracle Market-Driven Support for Oracle Database 10g Release 2

- New section added

Global Customer Support Security Practices

- Added a new second paragraph specific to the United States Health Insurance Portability and Accountability Act (HIPAA)

April 1, 2015

Overview

- In the first sentence of the fifth paragraph, added "and MICROS Systems" after "Nimbula"

Oracle Technical Support Levels – Software Update License & Support

- Under the fifth bullet, added (i) "if and when made available at Oracle's discretion" after "Major product and technology releases" and (ii) "may" after "which"
- Under the seventh bullet, added "Clarify SelfService, MS CRM, PTS, ZenDesk or Onyx" after "My Oracle Support"
- Added a new eleventh bullet – "For MICROS Systems programs, web-based support is provided through the following: Clarify SelfService, MS CRM, PTS, ZenDesk or Onyx. For PhaseForward programs, web-based support is provided as specified below. For all other Oracle programs, web-based support is provided through My Oracle Support."

Oracle Technical Support Levels – Extended Support

- Under the fourth bullet, added (i) "if and when made available at Oracle's discretion" after "Major product and technology releases" and (ii) "may" after "which"
- Under the sixth bullet, added "Clarify SelfService, MS CRM, PTS, ZenDesk or Onyx" after "My Oracle Support"

Oracle Technical Support Levels – Sustaining Support

- Under the fourth bullet, added (i) "if and when made available at Oracle's discretion" after "Major product and technology releases" and (ii) "may" after "which"
- Under the sixth bullet, added "Clarify SelfService, MS CRM, PTS, ZenDesk or Onyx" after "My Oracle Support"

Web-Based Customer Support Systems

- Added the following to the end of the second paragraph – "and MICROS Systems"
- Added a new section called – "Clarify SelfService, MS CRM, PTS, ZenDesk and Onyx"

December 17, 2014

Additional Support Services Available for Purchase – Financials Legislative Updates for Oracle E-Business Suite

- Service offering name changed from Financials Legislative Updates for Oracle E-Business Suite 11.5.10 to Financials Legislative Updates for Oracle E-Business Suite; service offering has been expanded to include programs versions 11.5.10 and 12.0.6
- Modified the first paragraph to refer to the Financial Legislative Updates for Oracle E-Business Service Availability Matrix regarding service availability and time frames; combined the first and second paragraphs
- The new second paragraph was modified to add "Single Country" to the list of available components for purchase; added a description of what Tier 1, Tier 2, Tier 3 and Single Country include; added reference to the matrix described above
- Under the Tier 1 description, clarified the second sentence to be applicable to program release 11.5.10 and that fees after December 31, 2015 will be at the then-current Tier 1 fee; added a new third sentence regarding pricing for program release 12.0.6
- Added a new paragraph describing the Single Country option
- Added the Financials Legislative Updates for Oracle E-Business Service Availability Matrix
- In the paragraph under the above referenced matrix, added My Oracle Support Doc ID 1494891.1 – "E-Business Suite Release – Support Policy FAQ
- Under the paragraph that begins – "The following applies to Oracle E-Business Suite 11.5.10 – (i) added "only" after "following" to clarify applicability to program release 11.5.10 only and (ii) added "Single Country" under the second bullet after "Tier 3"
- In the last paragraph, removed "11.5.10" after "Financials Legislative Updates for Oracle E-Business Suite"

Additional Support Services Available for Purchase – Payroll Legislative Updates for Oracle E-Business Suite 11.5.10

- In the second sentence of the first paragraph replaced "calendar" with "tax" after "one (1)"
- In the table, (i) added availability dates for Canada and Singapore for the 2015 tax year and (ii) added a new column titled "2016 Tax Year"
- In the second to the last paragraph, added My Oracle Support document name and link – "Mandatory Family pack/Rollup patch (RUP) levels for Oracle Payroll

Additional Support Services Available for Purchase – Financials and Payroll Legislative Updates for JD Edwards

- Combined the first and second paragraphs
- The new second paragraph was modified to add "Single Country Financial Legislative Updates" and Single Country Payroll Legislative Updates" to the list of available components for purchase; added a description of what Tier 1, Tier 2, Tier 3 and Single Country Financial Legislative and Single Country Payroll Legislative Updates include
- Added two new paragraphs specific to Single Country Financial Legislative Updates and Single Country Payroll Legislative Updates

- Under the second bullet in the second to the last paragraph, added "Single Country Financial Legislative Updates" and "Single Country Payroll Legislative Updates" after "Tier 3"

Additional Support Services Available for Purchase – Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft Enterprise Applications

- New section added

Additional Support Services Available for Purchase – Severity 1 Fixes for Siebel CRM

- New section added

November 7, 2014

Support Terms – License Set

- Modified the first paragraph as follows: (a) under romanette "(iv)" removed "Oracle" before "Java Embedded Binary programs", added "the program(s) embedded in " after "distributed units of" and added "Binary License and Redistribution Agreement" before "(BLRA") and (b) added new romanette "(v)"

Additional Support Services Available for Purchase – North America Payroll Tax Updates

- In the first and third paragraphs, added "and 9.0" after "8.9"

October 13, 2014

Oracle Technical Support Levels – Software Update License & Support

- In the section for Software Update License & Support for the Audit Vault and Database Firewall program, the following changes were made: (i) under the first bullet, removed "except that fixes specific to Oracle Linux are subject to Note #1 below", (ii) under the third bullet, changed the superscript after "Hardware Certification from "[2]" to "[1]", (iii) under the fourth bullet, removed "[1]" after "Backport of fixes" and (iv) removed note #1 under the "Notes" section – "Oracle will only provide bug fixes for certain versions of the Oracle Linux programs as provided on http://linux.oracle.com/supported.html."

Oracle Technical Support Levels – Extended Support

- Added a new seventh bullet regarding access to Platinum Services

Oracle Priority Support

- The offering name has been changed from "Priority Service" to "Oracle Priority Support"
- The service description has been moved to Oracle.com

Global Customer Support Security Practices

- At the end of the first paragraph, the URL to the Statement of Changes was updated

July 18, 2014

Oracle Technical Support Levels – Software Update License & Support

- Under Limited Software Update License & Support for Phase Forward, (i) included the Phase Forward program names and (ii) updated the URL

Additional Support Services Available for Purchase – North American Payroll Tax Updates

- Modified the first sentence of the second paragraph to specify the availability time frame of North American Payroll Tax Updates for PeopleSoft HRMS Payroll for North America program releases 8.9 and 8.8 Service Pack 1

Web-Based Customer Support Systems

- In the second paragraph, included the Phase Forward program names

Severity Definitions

- At the end of this section, added a clarification regarding the Severity Levels for Phase Forward programs

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June 9, 2014

Oracle Technical Support Levels – Oracle Communications Network Software Premier & Sustaining Support

- Under Oracle Communications Network Software Premier Support, modified the fifth bullet to reflect My Oracle Support as migration to My Oracle Support has been completed
- Under Oracle Communications Network Software Sustaining Support, modified the fourth bullet to reflect to My Oracle Support as migration to My Oracle Support has been completed

Web-Based Customer Support Systems

- Removed "Tekelec Support Portal" as migration to My Oracle Support has been completed

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May 2, 2014

Lifetime Support

- Under the "Exceptions" section, (i) modified 9 to reflect "(program releases 11.2.3.2.2 and above) and (ii) added new 10 (Oracle Insurance Policy Administration System (J2EE) 8.016.43.0)

Additional Support Services Available for Purchase

- New section added (existing content included in this new section)

Additional Support Services Available for Purchase – Financials Legislative Updates for Oracle E-Business Suite 11.5.10

- In the second sentence of the first paragraph, added "and Severity 1 fixes" after "financials legislative updates"

Additional Support Services Available for Purchase – Financial and Payroll Legislative Updates for JE Edwards

- In the first sentence, added "8.12 and" after "8.0 and"
- In the second sentence of the first paragraph, added "and Severity 1 fixes" after "financials and payroll legislative updates"
- Under Tier 3, removed (I) the second sentence regarding financials legislative updates for the European Union and (ii) the reference to European Union in the table

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March 24, 2014

Overview

- In the sixth paragraph, added reference to Oracle's Global Customer Support Security Practices
- In the seventh paragraph, simplified references to Technical Support Policies in former Oracle, or vendors acquired by Oracle, agreements

Technical Support Fees

- In the first sentence, (i) replaced "ordering document" with "order", (ii) replaced "financing or payment contract" with "payment plan, financing or leasing agreement" and (iii) added "("payment plan")
- In the second sentence, added "payment or" before "commitment"
- At the end of the third sentence, added "technical" and "services" before and after "support"
- Added a new fourth sentence

Support Period

- In the first and third sentences, changed "ordering document" to "order"
- Changed the fourth sentence from "All technical support services ordered for a support period and the related fees are non-cancelable and non-refundable" to "Once placed, your order for technical support services is non-cancelable and the sums paid non-refundable, except as provided in the relevant order"

Reinstatement of Oracle Technical Support

- In the second sentence of the third paragraph, changed "ordering document" to "order"

Technical Contacts

- In the first sentence of the second paragraph, removed "With the order of Software Update License & Support"

Payment Plan, Financing, and Leasing Agreements

- This section deleted (content incorporated into Technical Support Fees section)

First and Second Line Support

- In the first sentence of the second paragraph, replaced "of" with "for" before "the supported programs"
- In the second sentence of the second paragraph, removed capitalization of "section" after "Global Customer Support Security Practices"

Lifetime Support

- In the first paragraph, replaced "ordering document" with "order" and added "Oracle Communications Network Software Premier Support"
- Under the "Exceptions" section, added new 8 (Oracle Portal 11*g*R1 and Oracle Discoverer 11*g*R1) and 9 (Oracle Exadata Storage Server Software 11.2)

Oracle Technical Support Levels – Software Update License & Support

- In the seventh and twelfth bullets, removed Bitzer Mobile content as migration to My Oracle Support has been completed
- Removed Limited Software Update License & Support for Bitzer Mobile as migration to My Oracle Support has been completed

Oracle Technical Support Levels – Sustaining Support

- Simplified the first bullet; modified the second and third bullets to include Extended Support
- Under Sustaining Support for Java SE, simplified the first bullet and modified the second bullet to include references to Extended Support

Oracle Technical Support Levels – Incident Server Support Package

- Modified this section in its entirety for clarification

Oracle Technical Support Levels – Oracle Java Development Tools Support, Oracle Solaris Development Tools Support, Oracle Application Development Framework Essentials Support, Oracle Java SE Support, NoSQL Database Community Edition Support, North American Payroll Tax Updates and Global Payroll Legislative Tax Updates

- At the end of these sections, added "Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order"

Oracle Technical Support Levels – Priority Service, Financials Legislative Updates for Oracle E-Business Suite 11.5.10, Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 and Financials and Payroll Legislative Updates for JD Edwards

- At the end of these sections, changed language from "Contractual caps on annual technical support fees, including contractual caps for Software Update License & Support, do not apply to these services, unless expressly stated otherwise in your contract" to "Contractual caps on technical support fee do not apply to these services, unless expressly stated otherwise in the applicable order"

Oracle Technical Support Levels – Financial and Payroll Legislative Updates for JD Edwards

- In the first sentence of the fourth paragraph (Tier 1), added "and financials legislative" after "payroll legislative"

Web-Based Customer Support Systems

- Removed Bitzer Mobile Support Portal as migration to My Oracle Support has been completed

Tools Used to Perform Technical Support Services

- In the first sentence of the third paragraph, changed "ordering document" to "order"

Severity Definitions

- Under Severity 1, removed Bitzer Mobile content from the second and third paragraphs

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February 3, 2014

Support Terms – License Set

- In the first paragraph added romanettes "(iii)" and "(iv)" reflecting movement of existing content.
- Under "**Programs that share the same source code", added the following programs: Oracle FLEXCUBE Core Banking, Oracle FLEXCUBE Universal Banking for Retail, Oracle FLEXCUBE Universal Banking for Corporate, Oracle FLEXCUBE Lending & Leasing, Oracle Daybreak and Oracle Banking
- In the first sentence of the second paragraph, removed "For purposes of clarification"
- At the end of the last sentence of the third paragraph, removed "under Oracle's matching service level policy"

Support Terms – Matching Service Levels

- In the first sentence added "Oracle Communications Network Premier Support after "Software Update License & Support"

Support Terms – Program Updates

- In the first sentence removed the quotes around "Updates"
- In the third sentence, removed "updates" before "may not include"

Lifetime Support

- Under the Exceptions subsection, the following changes were made: (i) under "4", deleted the exception for WebLogic Server 11gR1 (10.3.x – Terminal Release), (ii) under "5", deleted the following from the table – "Oracle e-Business Suite 11*i*10" as the Extended Support fee waiver has expired and (iii) removed "7" (Oracle Identify Manager 9.1.x), "8" (Oracle Single Sign On 10*g*R3) and "10" (Oracle Network Intelligence 3.x" as the Extended Support fee exceptions have expired

Software Update License & Support

- In the seventh and twelfth bullets, removed Acme Packet content as migration to My Oracle Support will be completed on February 10, 2014
- Removed Limited Software Update License & Support for Acme Packet as migration to My Oracle Support will be completed on February 10, 2014

Extended Support

- In the second paragraph, added "Unless otherwise stated in the section, supported" and removed "except as specified below for Oracle Linux and Java SE program releases"
- Moved information specific to Oracle Linux to the end of the section; renamed section as "Extended Support for Oracle Linux"
- Added "Extended Support for" before " Java SE

Sustaining Support

- Moved content from the end of this section to the second sentence of the first paragraph

- In the new third sentence, added “Unless otherwise stated in this section” and removed “except as specified below for Oracle Linux, Java SE and Nimbula program releases”
- Added “Sustaining Support for” before Oracle Linux, Java SE and Nimbula

Oracle Communications Network Software Premier Support & Sustaining Support
- New section added

Priority Service
- Section moved

Financial and Payroll Legislative Updates for JD Edwards
- New section added

Web-Based Customer Support Systems
- Removed Acme Packet Support Portal as migration to My Oracle Support will be completed on February 10, 2014
- Added Tekelec Support Portal
- Added “Audit Vault and Database Firewall program” to Oracle Unbreakable Linux Network

Severity Definitions
- At the end of the second paragraph of the Severity 1 section, added a new sentence regarding Oracle Communications Network Software Premier Support

---

January 1, 2014

Oracle Technical Support Levels – Software Update License & Support
- In the seventh bullet, added references to Acme Packet Support Portal and Bitzer Mobile Support Portal
- Added a twelfth bullet specifying the applicable support portals for different programs
- Added Limited Software Update License & Support section for Bitzer Mobile

Web-Based Customer Support Systems
- Added Bitzer Mobile Support Portal

Severity Definitions
- In the second and third paragraphs, added information for Bitzer Mobile

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December 9, 2013

Table of Contents
- New section added
- Sections within the Oracle Software Technical Support Policies have been numbered for ease of reference

Support Terms – Technical Contacts

- In the first paragraph: (i) replaced "of programs" with "services" at the end of the first sentence and (ii) added "supported" before "programs" in the third sentence

Lifetime Support

- Content moved from the Support Terms section into a separate section
- Under "3" of the Exceptions section, corrected product to reflect "10*g*R2" throughout this section

Oracle Technical Support Levels – Software Update License & Support

- In the third bullet, added "(availability may vary by program)"
- In the fourth bullet, added "(availability may vary by program)"
- Removed reference and link to the OFSS Technical Support Policies

Oracle Technical Support Levels – Extended Support

- In the third bullet, added "(availability may vary by program)"

Oracle Technical Support Levels – Sustaining Support

- In the third bullet, added "(availability may vary by program)"

Hyperion and Agile Specific Support Terms

- Content moved from the Support Terms section into a separate section

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November 15, 2013

Support Terms – Lifetime Support

- Under "3" of the Exceptions section, added Extended Support information for Linux Itanium and Windows Itanium (this was removed in error)
- Under "5" of the Exceptions section, corrected the 2013 tax year specified for the United States and Canada under "b)" to reflect "January 1, 2013 – December 31, 2013"

Oracle Technical Support Levels – Software Update License & Support

- Updated the subsection on Database Firewall and Database Firewall Management Server to reflect the new product name of Audit Vault and Database Firewall; under note 2 of this same section, replaced "four" with "six" to align with the first sentence
- Added Limited Software Update License & Support section for Acme Packet

Oracle Technical Support Levels – Financials Legislative Updates for Oracle E-Business Suite 11.5.10

- New section added

Oracle Technical Support Levels – Payroll Legislative Updates for Oracle E-Business Suite 11.5.10

- New section added

Web-Based Customer Support Systems

- Added Acme Packet Support Portal

September 20, 2013

Support Terms – Lifetime Support

- Formatting updates made throughout the section
- The "Notes" section has been renamed "Exceptions." In this section, the following changes were made:
    - In the third paragraph under PeopleTools, "images" was added after "but is not limited to"
    - Under Oracle Database 10*g*R2, the following platforms were removed from the table as the platform-specific Extended Support exceptions have expired: IBM Linux on POWER Systems and Linux Itanium and Windows Itanium
    - Under Oracle e-Business Suite, (i) the Extended Support fee waiver period for Oracle e-Business Suite 12.1 has been changed from June 2014 – December 2018 to January 2017 – December 2019 and (ii) the Sustaining Support exceptions for Oracle e-Business Suite 11.5.10 have been extended to December 2015

August 2, 2013

Support Terms – License Set

- In the second bullet under "**", removed Internet Application Server Standard Edition One as this product is no longer available for sale

Oracle Technical Support Levels – NoSQL Database Community Edition Support

- New section added

July 9, 2013

Oracle Technical Support Levels – Priority Service

- Replaced "Advanced Support Delivery Manager" and "ASDM" with "Technical Account Manager" and "TAM" throughout this section

---

June 27, 2013

Overview

- In the fifth paragraph, added Nimbula

Oracle Technical Support Levels – Sustaining Support

- In the second sentence of the first paragraph, added "and Nimbula" after "Java SE"
- Under the Oracle Linux section, moved "Access to new patches, fixes and security alerts" to the first bullet and added a new second bullet – "24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below"
- Added a new sub-section for Nimbula

Oracle Technical Support Levels – Incident Server Support Package

- Removed "Advanced Compression" from the first bullet

- Removed “Internet Application Server Standard Edition One” from the second bullet and added “Internet Application Server Java Edition”

Oracle Technical Support Levels – Sun Software Technical Support Services

- Removed this section in its entirety as these services are no longer available

Web-Based Customer Support Systems

- In the second paragraph under “My Oracle Support,” added “and Nimbula” after “Phase Forward”

May 20, 2013

Overview

- In the fifth paragraph, removed Instantis as migration to My Oracle Support has been completed

Support Terms – Lifetime Support

- In the table in Note 2.b, the Extended support fee waiver for the Fujitsu BS2000 has been changed from three years to four years
- A new Note 3 has been added reflecting provision of Severity 1 fixes for Oracle Network Intelligence 3.x

Oracle Technical Support Levels – Software Update License & Support

- Removed Limited Software Update License & Support for Instantis as migration to My Oracle Support has been completed

Oracle Technical Support Levels – Skire Annual Maintenance and Support

- Removed this section as this service is no longer available

Web-Based Customer Support Systems

- Removed Instantis Services Console as migration to My Oracle Support has been completed

Severity Definitions

- Removed content specific to Instantis and Skire Annual Maintenance and Support

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April 8, 2013

Support Terms – License Set

- Combined bullets 2 and 3 under “**Programs that share the same source code are:”

Support Terms – Lifetime Support

- Added a new Note 2.h regarding Extended Support exceptions for specific versions of JD EnterpriseOne and JD Edwards World

March 15, 2013

Support Terms – Lifetime Support

- In table under Note 2.b, updated the Extended Support information for HP OpenVMS. The Extended Support fee will be waived for five years (from August 2010 – July 2015).
- New Note 2.g has been added to reflect revised Extended Support availability for Oracle Single Sign-On through December 2013 (previously December 2012)

Oracle Technical Support Levels – Lustre Support

- This section has been removed in its entirety as the service is no longer made available by Oracle.

February 1, 2013

Overview

- In the fifth paragraph, added Instantis

Support Terms – Lifetime Support

- In the table in Note 2.b, changed HP OpenMVS to HP OpenVMS as this platform was incorrectly named
- Removed Notes 2.e (Enterprise Manager Grid Control 10gR5) and 2.g (Oracle Application Server 10gR2, Oracle Developer Suite 10gR2, Oracle Single Sign On 10gR3) as Extended Support exception periods have expired

Oracle Technical Support Levels – Software Update License & Support

- Added Limited Software Update License & Support section for Instantis

Web-Based Customer Support Systems

- Added Instantis Services Console

Severity Definitions

- Under Severity 1, added note that Severity 1 is not available for Instantis programs

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December 11, 2012

Support Terms – License Set

- At the end of the first paragraph, a new sentence has been added to clarify the license set definition for Oracle Java Embedded Binary programs

Support Terms – Lifetime Support

- Note 2.a has been modified to now only include Oracle Database 11*g*R2. Content for Oracle Database 10*g*R2 is now in note 2.b
- Note 2.b (i) has been modified as noted above and (ii) new Extended Support exception has been added for Oracle Database 10*g*R2 for the period of August 2013 – July 2015.

- Under note 2.c (formerly note 2.b), the paragraph specific to Oracle e-Business Suite 11.5.10 has been updated to clarify when payroll regulatory tax updates will be provided

Oracle Technical Support Levels – North American Payroll Tax Updates

- The first paragraph has been updated to clarify that North American Payroll Tax Updates is limited to Peoplesoft HRMS Payroll for North American program releases 8.8 Service Pack 1 and 8.9
- The third paragraph was updated to specify that North American Payroll Tax Updates may be acquired for three years from the availability of Sustaining Support for program release 8.8 Service Pack 1

Oracle Technical Support Levels – Global Payroll Legislative Tax Updates

- New section added

November 6, 2012

Overview

- In the fifth paragraph, removed Skire as migration to My Oracle Support has been completed

Support Terms – Lifetime Support

- In Note 2.c (Oracle e-Business Suite), modified the bullet for Oracle e-Business Suite 11.5.10 to add "critical patch updates" and clarify that payroll regulatory tax updates will be provided through the end of calendar year 2014

Oracle Technical Support Levels – Priority Service

- Section updated in its entirety

Oracle Technical Support Levels – Oracle Application Development Framework Essentials Support

- New section added

Oracle Technical Support Levels – North American Payroll Tax Updates

- Section modified in its entirety

Web- Based Customer Support Systems

- Removed Skire as migration to My Oracle Support has been completed

Severity Definitions

- Modified the first sentence of the second paragraph to clarify that the Severity Definitions do not apply to programs receiving Skire Annual Maintenance and Support

October 8, 2012

Overview

- In the fifth paragraph, removed Taleo JobPartners as migration to My Oracle Support has been completed

Support Terms – Lifetime Support

- Under Note 2 the following changes were made:
  - Removed Note 2.a regarding Oracle 9*i* Database Release 9.2 as the Extended Support exception has expired
  - In new Note 2.a, removed IBM Linux on System Z from the table as the Extended Support exception has expired
  - In Note 2.c (Oracle e-Business Suite), (i) changed the end date for the Extended Support fee waiver for Oracle e-Business Suite 12.1 from May 2015 to December 2018 and (ii) added a new bullet for Oracle e-Business Suite 11.5.10 regarding the first 13 months of Sustaining Support
  - In Note 2.e, added PeopleSoft Enterprise 9.1 (the Extended Support fee will be waived for the entire Extended Support period for both PeopleSoft Enterprise 9.0 and 9.1)

Oracle Technical Support Levels – Software Update License & Support

- In the seventh bullet, removed JIRA for JobPartners as migration to My Oracle Support has been completed
- Removed the eleventh bullet for Taleo JobPartners as migration to My Oracle Support has been completed
- Removed Limited Software Update License & Support for Taleo JobPartners as migration to My Oracle Support has been completed

Web- Based Customer Support Systems

- Removed JIRA for JobPartners as migration to My Oracle Support has been completed

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September 10, 2012

Overview

- In the fifth paragraph, added Skire

Oracle Technical Support Levels – Skire Annual Maintenance and Support

- Added new section specific to Skire

Oracle Technical Support Levels – Priority Service Desk

- Section removed in its entirety as this service is no longer available for sale

Web- Based Customer Support Systems

- In the second paragraph, added Skire

Severity Definitions

- Added a new second paragraph specific to Skire

August 15, 2012

Overview

- In the fifth paragraph, added Taleo JobPartners

Oracle Technical Support Levels – Software Update License & Support

- In the seventh bullet, added JIRA for JobPartners
- Added a new eleventh bullet regarding web-based support for Taleo JobPartners
- Added Limited Software Update License & Support for Taleo JobPartners

Web-Based Customer Support Systems

- Added JIRA for JobPartners

July 13, 2012

Support Terms – Lifetime Support

- Added new Note 2.h reflecting the Extended Support fee waiver from January 2013 – December 2013 for Oracle Identity Manager 9.1.x
- Removed Note 3 as Premier Support for Lustre 1.8 ended in June 2012

Tools Used to Perform Technical Support Services

- In the first sentence of the first paragraph of this section, replaced "you're" with "with" so that it now reads – "(such as tools that enable Oracle, with your consent, to access your computer system (e.g., Oracle Web Conferencing))"

June 6, 2012

Oracle Technical Support Levels – Software Update License & Support

- Added new tenth bullet regarding Platinum Services

Global Customer Support Security Practices

- In the second sentence of the first paragraph, added "Global Customer" before "Security Practices"
- In the first sentence of the second paragraph, replaced "GCS" with "global customer support"

April 18, 2012

Overview

- In the fifth paragraph, removed GoAhead Software

Support Terms – Lifetime Support

- In the tenth paragraph, changed the document titled "Lifetime Support Policy: Coverage for Sun Software Products" to "Lifetime Support Policy: Coverage for Sun Software and Operating System Products"
- Modified Note 2.b ("Extended Support") as follows:
  - Changed the formatting from bullets to a table under "*The following applies to Oracle Database 10*g*R2"; information is now segmented by platform for ease of reference
  - For the Linux Itanium and Windows Itanium platforms, Extended Support is now available through December 2015 (formerly July 2015)
- Extended Support information for HP-UX on the Itanium-2 processor has been moved to Note 2.c. Additionally:
  - Changed the formatting from bullets to a table; information is now segmented by program release for ease of reference
  - Extended Support information for Oracle Database 10g*R*2, Oracle Database 11*g*R1 and Oracle Database 11*g*R2 has been added
  - Extended Support for WebLogic Server 9.2 will be available through December 2020 (formerly June 2020)

Oracle Technical Support Levels – Software Update License & Support

- Removed GoAhead Software content as migration to My Oracle Support has been completed
- Removed Limited Software Update License & Support for GoAhead Software as migration to My Oracle Support has been completed

Oracle Technical Support Levels – OpenOffice.org Premier Support

- Removed this section

Web-Based Customer Support Systems

- Removed GoAhead Software Support Portal as migration to My Oracle Support has been completed
- In the Oracle Unbreakable Linux Network paragraph, removed OpenOffice.org Premier Support

Severity Definitions

- Added "Reasonable efforts will be made to respond to Severity 1 service requests within one (i) hour" as this sentence was removed in error

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March 13, 2012

Support Terms – Lifetime Support

- Removed Note 2.b
- In new Note 2.b, added a fifth bullet regarding Extended Support for customers running Oracle Database 10*g*R2 on IBM z/OS
- In Note 2.c, added a second row to the table regarding Extended Support waiver period for Oracle e-Business Suite 12.0
- In the second sentence of the second bullet of Note 2.g changed August to July

Oracle Technical Support Levels – Software Update License & Support

- In the second bullet added "(availability may vary by country and/or program)"
- Removed FatWire Software content
- In Note 2 of the Software Update License & Support for Database Firewall and Database Firewall Management Server section, changed the hardware certification period from four to six years
- Removed Limited Software Update License & Support section for Fatwire Software

Oracle Technical Support Levels – Extended Support

- After "tax, legal and regulatory updates" in the second bullet added "(availability may vary by country and/or program)"
- Removed FatWire Software content

Oracle Technical Support Levels – Sustaining Support

- After "tax, legal and regulatory updates" added "(availability may vary by country and/or program)"
- Removed FatWire Software content

Web-Based Customer Support Systems

- Removed Fatwire Software Support Center

Severity Definitions

- In the Severity 1 section made the following changes: (i) in the fifth paragraph replaced "pager" with "phone" and (ii) removed Fatwire Software content

---

February 1, 2012

Support Terms – Lifetime Support

- Note 6 ("Extended Support") was modified as follows:
  - Notes "(h)" and "(i)" were consolidated under note "(h)"
  - Note "(h)" has been updated to clarify that for specified periods, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available

Oracle Technical Support Levels – Software Update License & Support

- Under Software Update License & Support for the Database Firewall and Database Firewall Management Server programs, modified the fourth bullet regarding backport of fixes for Oracle Linux programs

Severity Definitions

- In the first sentence of this section, removed "by email"

December 21, 2011

Overview

- In the fifth paragraph added GoAhead Software

Support Terms – Lifetime Support

- Note 6 ("Extended Support") was modified as follows:
  - In the table in sub-section "(d)", the Extended Support Fee Waiver period for Oracle e-Business Suite 11*i*10 has been extended from November 2011 to November 2013
  - New notes "(g)", "(h)" and "(i)" were added to address Extended Support extensions and/or exceptions for the following products: Oracle Application Server 10gR2, Oracle Developer Suite 10gR2, Oracle Single Sign-On 10gR3, WebLogic Server 9.1, Tuxedo 9.1 and WebLogic Server 11gR1 (10.3.x - Terminal Release).

Support Terms - Third Party Vendor-Specific Terms

- In the second sentence added "product" after "supported"

Oracle Technical Support Levels – Software Update License & Support

- Added information for GoAhead Software
- Added a new bullet #10 specific to Oracle VM VirtualBox Enterprise
- Added Limited Software Update License & Support section for GoAhead Software

Web-Based Customer Support Systems

- Modifications made throughout this section
- Added GoAhead Software Support Portal

Tools Used to Perform Technical Support Services

- Modifications made throughout this section

Severity Definitions

- Added GoAhead Software content in the Severity 1 sub-section

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November 1, 2011

Support Terms – Lifetime Support

- Clarifications made to the third and fourth paragraphs
- In the Notes section the following changes were made:
  - Notes 1 – 3 and 5 were deleted
  - Note 6 ("Extended Support") was modified as follows:
    - Renumbered to Note 2
    - Sub-section "(c)" updated to (i) add Oracle Database 11*g*R2 Extended Support Fee waiver dates and (ii) to include Extended Support information specific to Oracle Database program releases

- New section "(d)" added regarding an Extended Support Fee waiver for Enterprise Manager Grid Control 10gR5 (10.2.0.5)

Support Terms - First and Second Line Support

- Content about sensitive data was added to the end of the second paragraph

Support Terms - PeopleSoft and JD Edwards Release Information

- Section deleted

Oracle Technical Support Levels – Software Update License & Support

- FatWire content added
- Removed limited Software Update License & Support section for Retek, ProfitLogic and 360 Commerce, Moniforce and Datanomic
- Under the limited Software Update License & Support section for FatWire added "critical patch updates" to the end of the first bullet

Oracle Technical Support Levels - Extended Support

- Added FatWire Software Support Center

Oracle Technical Support Levels - Sustaining Support

- Added FatWire Software Support Center

Severity Definitions

- Removed Moniforce program exclusions

September 28, 2011

Overview

- Clarifications made to the third paragraph

Support Terms - Reinstatement

- Clarifications made throughout this section

Support Terms - Lifetime Support

- Moved reference/link to the Lifetime Support Policy for Oracle Linux and Oracle VM to this section
- Modified note 4 as follows:
    - In the second sentence of the first paragraph, removed capitalization of "Critical Patch Updates"
    - In the first sentence of the second paragraph, added "if offered" after "Extended Support."
- Modified note 6 as follows:
    - In section (a), removed capitalization of "Critical Patch Updates" and deleted "(CPUs)"
    - In the first sentence of section (c), added "in the table" after "listed" and removed "(CPUs)" from the second sentence

Support Terms - Right to Desupport

- Section modified in its entirety

Support Terms - Technical Support for Development, Demonstration and End User Licenses
- In the second sentence, changes “you’ve” to “you have” and “your” to “an”

Oracle Technical Support Levels - Software Update License & Support
- Added Limited Software Update License & Support section for FatWire Software

Oracle Technical Support Levels - Priority Service
- Modified the third paragraph
- Added a new fourth paragraph regarding renewals

Oracle Technical Support Levels - Priority Service Desk
- Added a new first paragraph noting this service is no longer available for sale as of September 28, 2011

Web-Based Customer Support Systems
- Added FatWire Software Support Center

Severity Definitions
- In the Severity 1 sub-section:
    - Added FatWire software in the Severity 1 sub-section
    - Clarified exceptions to 24 hour commitment to Severity 1 requests

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August 16, 2011

Overview
- In the second paragraph added “authorized” before Oracle distributor
- In the fifth paragraph added Datanomic

Support Terms – Lifetime Support
- Modified note 6.c as follows:
    - In the first paragraph removed “tax, legal and regulatory updates”
    - Removed the following from the table as the Extended Support Fee Waiver expired: Siebel CRM 7.8 and PeopleSoft Enterprise 8.9.
- Deleted note 7

Support Terms – Reinstatement
- Section modified in its entirety

Support Terms – Right to Desupport
- Added Datanomic

Oracle Technical Support Levels – Software Update License & Support
- Removed ATG Customer Support Portal
- Removed Limited Software Update License & Support for ATG as these programs have been integrated with My Oracle Support

- Added Limited Software Update License & Support section for Datanomic

Oracle Technical Support Levels – Extended Support

- Removed ATG Customer Support Portal

Oracle Technical Support Levels – Sustaining Support

- Removed ATG Customer Support Portal

Web-Based Customer Support Systems

- Added Datanomic
- Removed ATG Customer Support Portal

Global Customer Support Security Practices

- Added a new second paragraph regarding on sensitive data

Severity Definitions

- Added Datanomic content in the Severity 1 sub-section

May 12, 2011

Oracle Technical Support Levels – Extended Support

- Updated first bullet of Java SE section

Oracle Technical Support Levels – Sustaining Support

- Updated first bullet of Java SE section

Oracle Technical Support Levels – Java SE Support

- Updated first bullet in this section
- Added paragraph to end of section to clarify that bug fixes, security fixes and minor updates received as part of the Java SE Support services will be provided under the terms of the appropriate license agreement that the customer accepted upon downloading and/or installing the Java SE program.

April 28, 2011

Support Terms – Oracle Configuration Manager

- Section deleted; content moved to new section titled “Tools Used to Perform Technical Support Services”

Oracle Technical Support Levels – Extended Support

- “Java” replaced with “Java SE”

Oracle Technical Support Levels – Sustaining Support

- "Java" replaced with "Java SE"
- Removed references to OpenOffice.org

Oracle Technical Support Levels – Java Premier Support

- Section deleted

Oracle Technical Support Levels – Java SE Support

- New section added

OpenOffice.org Premier Support

- This offering may no longer be ordered as of April 15, 2011

Tools Used to Perform Technical Support Services

- Section re-named; formerly called "Additional Tools"

Global Customers Support Security Practices

- Section moved

March 31, 2011

Overview

- In the sixth paragraph updated the URL to the Oracle services privacy policy
- In the last paragraph of this section, clarified reference to statement of changes

Support Terms – Lifetime Support

- In the sixth paragraph, updated "Lifetime Support Policy: Coverage for Server Technologies" to "Lifetime Support Policy: Coverage for Technology Products"
- Added new tenth paragraph to link to the Lifetime Support Policy: Coverage for Sun Software Products
- Modified note 6 as follows:
    - Deleted "(a)" regarding Oracle*9i* Database Release 9.2 as applicable time frames have expired
    - Updated Extended Support information for Oracle Database 10*g*R2 (new section "(c)"
- Modified note 8

Oracle Technical Support Levels – Software Update License & Support

- Added information for ATG
- Deleted reference to MySQL Customer Support Center as support is now available through My Oracle Support
- Added SULS information for MySQL Community Edition
- Added Limited Software Update License & Support section for ATG

Oracle Technical Support Levels – Extended Support

- Added reference to ATG Customer Support Portal

- Deleted reference to MySQL Customer Support Center as support is now available through My Oracle Support

Oracle Technical Support Levels – Sustaining Support

- Added reference to ATG Customer Support Portal
- Deleted reference to MySQL Customer Support Center as support is now available through My Oracle Support

Oracle Technical Support Levels – Oracle Java Development Tools Support

- Added new bullet – "Access to patches and fixes"

Oracle Technical Support Levels – Oracle Solaris Development Tools Support

- Added new bullet – "Access to patches and fixes"

Oracle Technical Support Levels – Exadata Premier Support

- Added new section

Web-Based Customer Support Systems

- Removed MySQL Customer Support Center as support is now available through My Oracle Support
- Added ATG Customer Support Portal

Severity Definitions

- Modified the second paragraph for clarification
- Added response times for Severity 1 requests for ATG programs
- Added ATG program exclusions to 24-hour commitment to Severity 1 Service Requests.

Contact Information

- Updated URL

February 1, 2011

Support Terms – License Set

- In the December 14 update to the Oracle Software Technical Support Policies, the last sentence in the first paragraph regarding Crystal Ball was removed in error. This sentence has been added back in.

December 14, 2010

Overview

- In the fifth paragraph, removed product release and support platforms information for Secerno, as this will now be available in My Oracle Support

Support Terms – License Set

- Removed the last sentence in the first paragraph regarding Crystal Ball

Support Terms – Lifetime Support

- In the last paragraph of section 6 (d), added Extended Support information for Oracle Database 10*g*R2 on Linux Itanium.

Oracle Technical Support Levels – Software Update License & Support

- Added information for MySQL products.
- Deleted references to Sun Connection Service, SunSpectrum Member Support, and SunSolve Online Program.
- Deleted Limited Software Update License & Support section for Secerno as these programs have been integrated with My Oracle Support.

Oracle Technical Support Levels – Extended Support

- Added MySQL Customer Support Center
- Deleted references to Sun Connection Service, SunSpectrum Member Support, and SunSolve Online Program.

Oracle Technical Support Levels – Sustaining Support

- Added MySQL Customer Support Center
- Deleted references to Sun Connection Service, SunSpectrum Member Support, and SunSolve Online Program.

Oracle Technical Support Levels – Oracle Java Development Tools Support

- Deleted references to Sun Connection Service, SunSpectrum Member Support, and SunSolve Online Program.

Oracle Technical Support Levels – Oracle Solaris Development Tools Support

- Deleted references to Sun Connection Service, SunSpectrum Member Support, and SunSolve Online Program.
-

Oracle Technical Support Levels – Java Premier Support

- Deleted references to Sun Connection Service, SunSpectrum Member Support, and SunSolve Online Program.

Oracle Technical Support Levels – OpenOffice.org Premier Support

- Deleted references to Sun Connection Service, SunSpectrum Member Support, and SunSolve Online Program.

Oracle Technical Support Levels – Lustre Support

- Deleted references to Sun Connection Service, SunSpectrum Member Support, and SunSolve Online Program.

Web-Based Customer Support Systems

- Added MySQL Customer Support Center

Severity Definitions

- Removed Sun Microsystems and Secerno as these programs have been integrated with My Oracle Support

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October 15, 2010

Overview

- In the fifth paragraph, added Phase Forward
- In the seventh paragraph, added "Phase Forward Licensee Support Services Policy"

Support Terms – License Set

- Removed Coherence Suite from the third bullet

Support Terms – Right to Desupport

- Removed Secerno
- Added Phase Forward

Oracle Technical Support Levels – Software Update License & Support

- Changed from Oracle Enterprise Linux to Oracle Linux
- Added Limited Software Update License & Support section for Phase Forward

Oracle Technical Support Levels – Extended Support

- Changed from Oracle Enterprise Linux to Oracle Linux

Oracle Technical Support Levels – Sustaining Support

- Changed from Oracle Enterprise Linux to Oracle Linux
- Changed from Open Office to OpenOffice.org

Oracle Technical Support Levels – Oracle Linux Support Services

- Changed from Oracle Enterprise Linux to Oracle Linux

Web-Based Customer Support Systems

- Added Phase Forward

Global Customer Support Security Practices

- Document updated effective October 11, 2010

September 15, 2010

Overview

- In the fifth paragraph:
    - Removed product release and support platforms information for Convergin, as this will be available in My Oracle Support

- Added Secerno

Support Terms – Lifetime Support

- Modified note 4
- Modified note 6 (b) by removing reference to "Limited" before "Extended Support."
- Modified note 6 (d) to clarify that the waiver is specific to the Extended Support fee
- Added note 6 (e) – the first year of Extended Support for PeopleSoft Enterprise 9.0 will be waived.
- Modified note 8.b. – Premier Support for Lustre 1.8 will be available through July 2012

Support Terms – Right to Desupport

- Deleted Convergin, as this will be available in My Oracle Support
- Added Secerno

Oracle Technical Support Levels – Software Update License & Support

- Removed reference to Silver Creek Systems Support Portal and MyAmberPoint.com
- Added support terms specific to Database Firewall and Database Firewall Management Server programs
- Deleted Limited Software Update License & Support section for Silver Creek Systems and AmberPoint as these programs have been integrated with My Oracle Support.
- Added Limited Software Update License & Support section for Secerno programs

Oracle Technical Support Levels – Extended Support

- Removed Silver Creek Systems Support Portal and MyAmberPoint.com as these programs have been integrated with My Oracle Support.
- Added Extended Support information for Oracle Enterprise Linux

Oracle Technical Support Levels – Sustaining Support

- Removed Silver Creek Systems Support Portal and MyAmberPoint.com as these programs have been integrated with My Oracle Support.
- Added Sustaining Support information for Oracle Enterprise Linux

Oracle Technical Support Levels – Exadata Support Services

- Removed this section

Oracle Technical Support Levels – Sun Technical Support Offerings

- Added this section

Previous Technical Support Offerings

- Removed this section

Web-Based Customer Support Systems

- Removed Silver Creek Systems and MyAmberpoint.com support portals as these programs have been integrated with My Oracle Support
- Added Database Firewall and Database Firewall Management Server to the Oracle Unbreakable Linux Network section

Severity Definitions

- Removed Silver Creek Systems, AmberPoint, and Convergin as these programs have been integrated with My Oracle Support
- Added response times for Severity 1 requests for Secerno programs
- Added Secerno program exclusions to 24-hour commitment to Severity 1 Service Requests.

June 15, 2010

Overview

- Removed product release and support platforms information for Silver Creek Systems, as this will be available in My Oracle Support

Support Terms – Lifetime Support

- Modified note 6 (b) as follows:
  - Updated platform information under section "**".
  - Added Extended Support waiver information for Linux Itanium

Support Terms – Right to Desupport

- Deleted Silver Creek Systems, as this will be available in My Oracle Support

Oracle Technical Support Levels – Software Update License & Support

- Removed reference to Convergin Maintenance and Support and replaced with Limited Software Update License & Support

Oracle Technical Support Levels – Extended Support

- Added Silver Creek Systems Support Portal

Oracle Technical Support Levels – Sustaining Support

- Added Silver Creek Systems Support Portal

Oracle Technical Support Levels - Development Tools Support

- Deleted this section

Oracle Technical Support Levels – Oracle Java Development Tools Support

- Added Oracle Java Development Tools Support

Oracle Technical Support Levels – Oracle Solaris Development Tools Support

- Added Oracle Solaris Development Tools Support

Web-Based Customer Support Systems

- Added Oracle Unbreakable Linux Network

May 24, 2010

This section describes the changes made to the Software Technical Support Policies dated April 28, 2010 and reflected in the Software Technical Support Policies dated May 24, 2010:

Oracle Technical Support Levels – OpenOffice.org Premier Support

- Added OpenOffice.org Premier Support

Oracle Technical Support Levels – Sustaining Support

- Added Sustaining Support information for Open Office program releases

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April 28, 2010

This section describes the changes made to the Technical Support Policies dated February 19, 2010 and reflected in the Technical Support Policies dated April 28, 2010:

Name Change: The name of the Oracle Technical Support Policies has been changed to the Oracle Software Technical Support Policies.

Overview

- In the first paragraph, "software" was added before "Technical Support Policies" and "product lines"
- Convergin was added in the fifth paragraph
- Reference to AmberPoint's Maintenance and Support Schedule 2.0 was added in the seventh paragraph

Support Terms – License Set

- Added Web Tier to the third bullet under "Programs that share the same source code are:"

Support Terms – Lifetime Support

- Modified note 6 as follows:
  - Added a new subsection "(b)" regarding Limited Extended Support for Oracle9*i* Database Release 9.2 on specified platforms
  - Subsection "(d)" (formerly subsection "c") has been modified to include Extended Support waiver information for Oracle Database 10*g*R2 for z/Linux
  - New note "(e)" added regarding Extended Support for Lustre 1.8.
- Modified note 7 as follows:
  - Fixes for Severity 1 production bugs for Oracle E-Business Suite 11*i*9 will be provided through June 30, 2011
- New note 8 has been added regarding Premier Support time frames for Lustre program releases 1.6 and 1.8

Support Terms – Right to Desupport

- Added Convergin

Oracle Technical Support Levels – Software Update License & Support

- Added Sun Connection Service, SunSpectrum Member Support, SunSolve Online Program, and MyAmberpoint.com support portals
- Added Limited Software Update License & Support section for AmberPoint programs
- Added Convergin Maintenance and Support section for Convergin programs

Oracle Technical Support Levels – Extended Support

- Added Sun Connection Service, SunSpectrum Member Support, SunSolve Online Program, and MyAmberpoint.com support portals
- Added Extended Support information for Java program releases

Oracle Technical Support Levels – Sustaining Support

- Under the first bullet, clarified that if a customer does not maintain Extended Support then they are entitled to such items only after the Extended Support period ends
- Added Sun Connection Service, SunSpectrum Member Support, SunSolve Online Program, and MyAmberpoint.com support portals
- Added Extended Support information for Java program releases

Oracle Technical Support Levels - Development Tools Support

- Added Development Tools Support (note: this new offering replaces the offering formerly known as JDeveloper Support)

Oracle Technical Support Levels - Java Premier Support

- Added Java Premier Support

Oracle Techical Support Levels - Lustre Support

- Added Lustre Support

Web-Based Customer Support Systems

- Added Sun Connection Service, SunSpectrum Member Support, SunSolve Online Program, and MyAmberpoint.com support portals

Severity Definitions

- Added response times for Severity 1 requests for AmberPoint programs.
- Added AmberPoint and Convergin program exclusions to 24-hour commitment to Severity 1 Service Requests.

February 19, 2010

This section describes the changes made to the Technical Support Policies dated December 1, 2009 and reflected in the Technical Support Policies dated February 19, 2010:

Overview

- In the fourth paragraph, modified: (i) "(including problems created by you)" to read "(including problems you create)" and (ii) "on an appropriate hardware" to read "on a certified hardware."
- Added Silver Creek Systems

Support Terms – Technical Support Fees

- Modified the second to the last sentence to read – "An invoice will be issued only upon receipt of your commitment to pay, and will be sent to a single billing address that you designate."

Support Terms – Technical Contacts

- In the third and fourth sentences of the first paragraph replaced "should" with "must."

Support Terms - Program Updates

- In the third sentence, modified "(availability is determined by Oracle)" to read "(as determined by Oracle)."

Support Terms – Right to Desupport

- Added Silver Creek Systems.

Support Terms – First and Second Line Support

- Modified the last sentence of the second paragraph to read – "Oracle does not warrant its performance of the technical support described herein if you do not provide such access at Oracle's request."
- In the third paragraph, replaced "the functions" with "as."

Support Terms – Third Party Vendor-Specific Support Terms

- In the second sentence, added "and supported" after "certified."

Oracle Technical Support Levels – Software Update License & Support

- Removed Relsys Customer Support Portal as support for the Relsys programs has been integrated with My Oracle Support.
- Added Silver Creek Systems Support Portal.
- Deleted Limited Software Update License & Support section for Relsys as these programs have been integrated with My Oracle Support.
- Added Limited Software Update License & Support section for Silver Creek Systems.

Oracle Technical Support Levels – Extended Support

- Removed Relsys Customer Support Portal as the Relsys programs have been integrated with My Oracle Support.

Oracle Technical Support Levels – Sustaining Support

- Removed Relsys Customer Support Portal as the Relsys programs have been integrated with My Oracle Support.

Web-Based Customer Support Systems

- Removed Relsys Customer Support Portal as the Relsys programs have been integrated with My Oracle Support.
- Added Silver Creek Systems Support Portal.

Severity Definitions

- Removed Relsys as these programs have been integrated with My Oracle Support.
- Added response times for Severity 1 requests for Silver Creek Systems programs.

- Added Silver Creek Systems program exclusion to 24-hour commitment to Severity 1 Service Requests.

December 1, 2009

This section describes the changes made to the Technical Support Policies dated September 30, 2009 and reflected in the Technical Support Policies dated December 1, 2009:

Overview

- Removed product release and support platforms information for mValent, as this will be available in My Oracle Support.

Support Terms - Lifetime Support

- Replaced MetaLink with My Oracle Support.

Support Terms – Right to Desupport

- Removed mValent as these programs have been integrated with My Oracle Support.
- Removed Relsys as these programs are now included in the Lifetime Support Policy.
- Replaced MetaLink with My Oracle Support.

Oracle Technical Support Levels – Software Update License & Support

- Replaced MetaLink with My Oracle Support.
- Removed POINT Support Portal as the Primavera programs have been integrated with My Oracle Support.
- Removed TOPdesk Support Portal as the mValent programs have been integrated with My Oracle Support.
- Deleted Limited Software Update License & Support section for Primavera and mValent as these programs have been integrated with My Oracle Support.

Oracle Technical Support Levels – Extended Support

- Replaced MetaLink with My Oracle Support.
- Removed POINT Support Portal as the Primavera programs have been integrated with My Oracle Support.
- Removed TOPdesk Support Portal as the mValent programs have been integrated with My Oracle Support.
- Added Relsys Customer Support Portal as the Relsys programs have been added to the Lifetime Support Policy.

Oracle Technical Support Levels – Sustaining Support

- Replaced MetaLink with My Oracle Support.
- Removed POINT Support Portal as the Primavera programs have been integrated with My Oracle Support.
- Removed TOPdesk Support Portal as the mValent programs have been integrated with My Oracle Support.
- Added Relsys Customer Support Portal as the Relsys programs have been added to the Lifetime Support Policy.

Oracle Technical Support Levels – Incident Server Support Package

- Replaced MetaLink with My Oracle Support.

Oracle Technical Support Levels – JDeveloper Support

- Replaced MetaLink with My Oracle Support.

Oracle Technical Support Levels – North American Payroll Tax Updates

- Replaced MetaLink with My Oracle Support.

Web-Based Customer Support Systems

- Replaced MetaLink with My Oracle Support.
- Removed POINT Support Portal as the Primavera programs have been integrated with My Oracle Support.
- Removed TOPdesk Support Portal as the mValent programs have been integrated with My Oracle Support.

Severity Definitions

- Removed mValent and Primavera as these programs have been integrated with My Oracle Support.

September 30, 2009

Overview

- Removed Global Knowledge Software and Haley support information as these programs have been integrated with Oracle support delivery systems.
- Updated link to Oracle's services privacy policies.

Support Terms - Support Period

- Deleted the following from the last sentence – "unless your Oracle technical support contract is renewed on or before the service expiration date."

Support Terms - License Set

- Removed Internet Application Server Java Edition from the second bullet under "**Programs that share the same source code are:."
- Added clarification of license set for Oracle partners.

Support Terms - Unsupported Programs

- Modified the first sentence to include "are not entitled to download or."

Support Terms - Technical Contacts

- Deleted the second and third sentences and replaced with - "Your technical contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration."

Support Terms - Program Updates

- Corrected spelling of “availability” in the third sentence.

Support Terms - Lifetime Support

- Deleted note 6 (b) as Extended Support for Hyperion Pre-System 9 ended on September 30, 2009.

Support Terms - Right to Desupport

- Combined the first two sentences and modified accordingly.
- Removed Global Knowledge Software and Haley as these programs have been integrated with Oracle support delivery systems.

Support Terms - First and Second Line Support

- Modified the first sentence of the first paragraph to begin – “You are required to.”
- Modified the second paragraph as follows:
    - Changed “shall” to “may” in the first sentence.
    - Changed “ensure” to “warrant’ in the third sentence.
- Deleted “included but not be limited to” and replaced with “consist of” in the first sentence of the third paragraph.

Oracle Technical Support Levels – Software Update License & Support

- Removed Global Support System as the Haley programs have been integrated with Oracle support delivery systems.
- Deleted Limited Software Update License & Support section for Global Knowledge Software and Haley as these programs have been integrated with Oracle support delivery systems.

Oracle Technical Support Levels – Extended Support

- Removed Global Support System as the Haley programs have been integrated with Oracle support delivery systems.

Oracle Technical Support Levels – Sustaining Support

- Removed Global Support System as the Haley programs have been integrated with Oracle support delivery systems.

Oracle Technical Support Levels – Priority Support

- Modified the second paragraph regarding SDM substitution or replacement.

Oracle Technical Support Levels – Priority Support Desk

- New section added detailing Priority Support Desk

Oracle Technical Support Levels – Incident Server Support Package

- In the second bullet under paragraph one replaced “Internet Application Server Java Edition” with “Internet Application Server Standard Edition One.”

Web-Based Customer Support Systems

- Removed Global Knowledge Software and Haley as these programs have been integrated with Oracle support delivery systems.
- Removed Global Support System as the Haley programs have been integrated with Oracle support delivery systems.

Severity Definitions

- Removed Global Knowledge Software and Haley as these programs have been integrated with Oracle support delivery systems.

August 11, 2009

This section describes the changes made to the Technical Support Policies dated June 30, 2009 and reflected in the Technical Support Policies dated August 11, 2009:

Overview

- Updated the second to the last paragraph regarding material reduction to align with OLSA language.

Support Terms – License Set

- Changed program name in the third bullet of the section – "Programs that share the same source code are" – from WebLogic Application Grid to Coherence Suite.

Support Terms – Lifetime Support

- Added reference and link to the document - Lifetime Support Policy: Coverage for Fusion Middleware.

Support Terms – Right to Desupport

- Added Relsys to this section.

Oracle Technical Support Levels – Software Update License & Support

- Added Relsys Customer Support Portal.
- In the Limited Software Update License & Support sections for both Moniforce and Global Knowledge Software removed specified local business hours and replaced with reference to normal business hours.
- Added Limited Software Update License & Support section for Relsys.
- Moved Extended and Sustaining Support sections.
- Moved Enterprise Linux and Oracle VM Support Services sections and updated link to the Enterprise Linux and Oracle VM Support Policies.
- Added Exadata Support Services section.

Web-Based Customer Support Systems

- Added Relsys to list of programs excluded from OracleMetaLink.
- Added Relsys Customer Support Portal.

Severity Definitions

- Added Relsys program exclusion to 24-hour commitment to Severity 1 Service Requests.
- Added response times for Severity 1 requests for Relsys programs.

June 30, 2009

This section describes the changes made to the Technical Support Policies dated May 15, 2009 and reflected in the Technical Support Policies dated June 30, 2009:

Oracle Technical Support Levels

- In the Limited Software Update License & Support section for Primavera, corrected a product name as follows: from Primavera Contract Manager to Primavera Cost Manager.
- Added section for Oracle Financial Services Software ("OFSS"). Software Update License & Support for the OFSS product lines will be provided pursuant to the OFSS technical support policies.

Oracle Technical Support Levels – Enterprise Linux Support Services

- Removed reference to October 25, 2006.

Oracle Technical Support Levels – Oracle VM Support Services

- Removed reference to November 14, 2007.

Oracle Technical Support Levels – Priority Service

- Updated Oracle Service Delivery Manager description.

May 15, 2009

This section describes the changes made to the Technical Support Policies dated April 24, 2009 and reflected in the Technical Support Policies dated May 15, 2009:

Lifetime Support

- Removed Haley from Note #1 as these programs are now included in the Lifetime Support policy.
- Note #6 has been modified as follows:
    - Extended Support details were added for the following program releases: Oracle e-Business Suite 11*i*10, JD Edwards EnterpriseOne 8.11, Siebel CRM 7.8, Oracle Database 10*g*R2 and Peoplesoft Enterprise 8.9.
- Note #7 was modified to reflect 2nd year Sustaining Support details for Oracle E-Business Suite Release11*i*9.
- Notes #8 and #9 were deleted and incorporated into Note #6.

Oracle Technical Support Levels – Priority Service

- Added Environment Configuration Guide.
- Clarified that the monthly web conference sessions will be delivered in English.

Oracle Technical Support Levels – Extended Support

- Added Global Support Systems (Haley) as these programs have been added to the Lifetime Support policy.

Oracle Technical Support Levels – Sustaining Support

- Added Global Support System (Haley) as these programs have been added to the Lifetime Support policy.

Web-Based Customer Support Systems

- Due to the addition of the Haley programs to the Lifetime Support Policy, access to Global Support Systems is included with Software Update License & Support, Extended Support and Sustaining Support.

April 24, 2009

This section describes the changes made to the Technical Support Policies dated March 20, 2009 and reflected in the Technical Support Policies dated April 24, 2009:

Overview

- Added reference to mValent's Maintenance and Technical Support Agreement.
- Removed product release and support platforms information for Skywire, as this will be available in OracleMetaLink.
- Updated to specify that product release and support platforms information for mValent programs will be provided in writing.

Lifetime Support

- Removed Advanced Visual Technology from Note #1 as these programs are now included in the Lifetime Support policy.

Right to Desupport

- Removed Skywire as desupport notices are now provided via OracleMetaLink
- Added desupport information for mValent.

Oracle Technical Support Levels – Software Update License & Support

- Removed Skywire Online Support Portal as this customer support system has been integrated with Oracle's support delivery systems; added TOPdesk Support Portal (mValent).
- Deleted Limited Software Update License & Support section for Skywire as these programs have been fully integrated with Oracle support delivery systems.
- Added Limited Software Update License & Support section for mValent.

Oracle Technical Support Levels – Priority Service

- Revised Priority Service definition. Major changes include:
    - Addition of Oracle Service Delivery Manager ("SDM") description.
    - Addition of Monthly Service Request reviews, Joint Contact and Escalation Guide, and Environment Configuration Guide.

Oracle Technical Support Levels – Incident Server Support Package

- Advanced Compression has been added to the Oracle Database Server Support Package.

Oracle Technical Support Levels – Extended Support

- Removed Skywire Online Support Portal as this customer support system has been integrated with Oracle's support delivery systems.
- Added TOPdesk Support Portal (mValent) as these programs have been added to the Lifetime Support policy.

Oracle Technical Support Levels – Sustaining Support

- Removed Skywire Online Support Portal as this customer support system has been integrated with Oracle's support delivery systems.
- Added TOPdesk Support Portal (mValent) as these programs have been added to the Lifetime Support policy.
- Noted that Sustaining Support does not include previously released fixes or updates that Oracle no longer supports.

Web-Based Customer Support Systems

- Added mValent to list of programs excluded from OracleMetaLink.
- Removed Skywire Online Support Portal as these programs have been integrated with Oracle delivery systems.
- Added TOPdesk Support Portal (mValent).

Severity Definitions

- Added mValent program exclusion to 24-hour commitment to Severity 1 Service Requests.
- Removed Skywire exclusion to 24-hour commitment to Severity 1 Service Requests. These programs are have been integrated with Oracle support delivery systems.

March 20, 2009

This section describes the changes made to the Technical Support Policies dated February 6, 2009 and reflected in the Technical Support Policies dated March 20, 2009:

Overview

- Added reference to Haley's Software Maintenance Agreement.
- Removed product release and supported platforms information for Advanced Visual Technology, as this will be available in OracleMetaLink.
- Updated to specify that product release and supported platforms information for Haley programs will be provided in writing

Lifetime Support

- Modified Note #1 as follows:
    - Removed Skywire and Primavera as these programs are now included in the Lifetime Support policy.
    - Added Haley as these programs are currently excluded from the Lifetime Support policy.

Right to Desupport

- Removed ClearApp and Advanced Visual Technology as desupport notices are now provided via OracleMetaLink.
- Added desupport information for Haley.

Technical Support for Development, Demonstration, and End User Licenses

- New section added clarifying support requirements for Oracle Partners.

Oracle Technical Support Levels – Software Update License & Support

- Removed ClearApp Support Portal and AVT Support Portal as these customer support systems have been integrated with Oracle's support delivery systems.
- Added reference to Global Support System (Haley).
- Deleted Limited Software Update License & Support sections for ClearApp and Advanced Visual Technology as these programs have been fully integrated with Oracle support delivery systems.
- Added Limited Software Update License & Support section for Haley.

Oracle Technical Support Levels - Incident Server Support Package

- Clarified that Incident Server Support Package for a program may only be acquired with the initial program license purchase.

Oracle Technical Support Levels – Extended Support

- Added Skywire Online Support Portal and POINT Support Portal as these programs have been added to the Lifetime Support policy.

Oracle Technical Support Levels – Sustaining Support

- Added Skywire Online Support Portal and POINT Support Portal as these programs have been added to the Lifetime Support policy.

Moniforce Support

- Removed section, as these deliverables are included in the Oracle Technical Support Levels – Software Update License & Support section.

Skywire Support

- Deleted this section, as these deliverables are included in the Oracle Technical Support Levels – Software Update License & Support section.

ClearApp Support

- Deleted this section, as these programs have been integrated with Oracle support delivery systems.

Global Knowledge Software Support

- Deleted this section, as these deliverables are included in the Oracle Technical Support Levels – Software Update License & Support section.

Primavera Support

- Deleted this section, as these deliverables are included in the Oracle Technical Support Levels – Software Update License & Support section.

Advanced Visual Technology Support

- Deleted this section, as these programs have been integrated with Oracle support delivery systems.

Web-Based Customer Support Systems

- Added Haley to list of programs excluded from OracleMetaLink.
- Removed ClearApp and Advanced Visual Technology as these programs have been integrated with Oracle delivery systems.
- Updated for addition of Global Support System (Haley).

Severity Definitions

- Added Haley exclusion to one (1) hour response time for Severity 1 service requests.
- Removed exclusion from one (1) hour response time for Severity 1 service requests for ClearApp and Advanced Visual Technology. These programs have been integrated with Oracle support delivery systems.
- Removed Severity 1 response times for ClearApp and Advanced Visual Technology as these programs have been integrated with Oracle support delivery systems.
- Added response times for Severity 1 requests for Haley programs.
- Added Haley program exclusion to 24-hour commitment to Severity 1 Service Requests.
- Removed ClearApp and Advanced Visual Technology exclusion to 24-hour commitment to Severity 1 Service Requests. These programs are have been integrated with Oracle support delivery systems.

February 6, 2009

This section describes the changes made to the Technical Support Policies dated December 26, 2008 and reflected in the Technical Support Policies dated February 6, 2009:

Overview

- Updated to specify that product release and supported platforms information for Advanced Visual Technology programs will be provided in writing.

Program Updates

- Clarified that updates may not include all versions previously available for a program acquired by Oracle.

Lifetime Support

- Note #1: added Primavera and Advanced Visual Technology as these programs are currently excluded from the Lifetime Support policy.
- Note #6: The list of applications certified on Oracle9*i* Database Release 9.2 has been updated.

Right to Desupport

- Added desupport information for Advanced Visual Technology programs.
- Added POINT Support Portal (Primavera) to list of web-based customer support systems.

Oracle Technical Support Levels – Software Update License & Support

- Removed eSupport Portal and BID Portal as these customer support systems have been integrated with Oracle's support delivery systems.
- Added reference to POINT Support Portal (Primavera) and AVT Support Portal (Advanced Visual Technology).
- Deleted Limited Software Update License & Support section for BEA as these programs have been fully integrated with Oracle support delivery systems.
- Limited Software Update License & Support for Skywire programs: added link for logging service requests.
- Limited Software Update License & Support for ClearApp programs: added link for logging service requests.
- Limited Software Update License & Support for Global Knowledge Software programs: added link for logging service requests.
- Added Limited Software Update License & Support sections for Primavera and Advanced Visual Technology.

Oracle Technical Support Levels – Extended Support

- Removed eSupport Portal and BID Portal as these customer support systems have been integrated with Oracle's support delivery systems.

Oracle Technical Support Levels – Sustaining Support

- Removed eSupport Portal and BID Portal as these customer support systems have been integrated with Oracle's support delivery systems.

BEA Support

- Deleted this section as these programs have been integrated with Oracle support delivery systems.

Primavera Support

- Added Primavera Support description.

Advanced Visual Technology

- Added Advanced Visual Technology Support description.

Web-Based Customer Support Systems

- Added Primavera and Advanced Visual Technology to list of programs excluded from OracleMetaLink.
- Removed eSupport Portal and BID Portal as these programs have been integrated with Oracle delivery systems.
- Updated for addition of POINT Support Portal (Primavera) and AVT Support Portal (Advanced Visual Technology).

Global Customer Support Security Practices

- Updated. Please refer to the Global Customer Support Security Practices Statement of Changes for specifics.

Severity Definitions

- Added Primavera and Advanced Visual Technology exclusion to one (1) hour response time for Severity 1 service requests.
- Added response times for Severity 1 requests for Primavera and Advanced Visual Technology programs.
- Added Primavera and Advanced Visual Technology program exclusion to 24-hour commitment to Severity 1 Service Requests.

December 26, 2008

This section describes the changes made to the Technical Support Policies dated October 27, 2008 and reflected in the Technical Support Policies dated December 26, 2008:

Overview

- Removed Cimmetry, Crystal Ball, and AdminServer support information as these programs have been integrated with Oracle support delivery systems.
- Removed product release and supported platforms information for Cimmetry programs, as this will be available in OracleMetaLink.
- Updated to specify that product release and supported platforms information for Global Knowledge Software programs will be provided in writing.

License Set

- Updated to specify that WebLogic Server Enterprise Edition, WebLogic Server Standard Edition, WebLogic Suite, and WebLogic Application Grid share the same source code.

Matching Service Levels

- Added Matching Service Level requirements for Extended Support.

Lifetime Support

- Modified Note #1 as follows:
    - Removed Crystal Ball and AdminServer as these programs are now included in the Lifetime Support policy.
    - Added Global Knowledge Software as these programs are currently excluded from the Lifetime Support policy.
- Removed note #6 regarding support for Cimmetry programs, as this will be included in the Lifetime Support Policy.
- Added Note #9 detailing that Extended Support for PeopleSoft Enterprise HRMS 8.8 has been extended for one year, from December 2010 to December 2011.

Right to Desupport

- Removed Cimmetry, Crystal Ball, and AdminServer as desupport notices are now provided via OracleMetaLink.
- Added desupport information for ClearApp and Global Knowledge Software.
- Removed Customer Connection as this support system has been integrated with Oracle's support delivery systems.

Oracle Technical Support Levels – Software Update License & Support

- Removed Customer Connection as this support system has been integrated with Oracle's support delivery systems.
- Added reference to ClearApp Support Portal.
- Removed "Access to Customer First/Product Retirement support policy via eSupport Portal" from the Limited Software Update License & Support section for BEA Support.
- Deleted Limited Software Update License & Support sections for Cimmetry, Crystal Ball, and AdminServer as these programs have been integrated with Oracle support delivery systems.
- Updated Limited Software Update License & Support section for Skywire as follows:
    - Updated URL for logging service requests
    - Updated telephone numbers for logging service requests for the following programs: Documaker, Docuflex and PPS (EMEA and Asia Pacific only) and IStream, Document Manager, IStream Publisher, IStream Communicator, Tracker and Launcher.
- Added Limited Software Update License & Support sections for ClearApp and Global Knowledge Software.

Extended Support

- Removed Customer Connection, e-Support, Customer Portal and Customer Center Portal as these customer support systems have been integrated with Oracle's support delivery systems.
- Added eSupport Portal, BID Portal and ClearApp Support Portal.

Sustaining Support

- Removed Customer Connection, e-Support, Customer Portal and Customer Center Portal as these customer support systems have been integrated with Oracle's support delivery systems.
- Added eSupport Portal, BID Portal, and ClearApp Support Portal.

North American Payroll Tax Updates

- Removed Customer Connection as this customer support system has been integrated with Oracle's support delivery systems
-

Cimmetry Support

- Deleted this section as these programs have been integrated with Oracle support delivery systems.

Crystal Ball Support

- Deleted this section as these programs have been integrated with Oracle support delivery systems.

BEA Support

- Removed "Access to Customer First/Product Retirement support policy via eSupport Portal"

AdminServer Support

- Deleted this section as these programs have been integrated with Oracle support delivery systems.

Skywire Support

- Updated Limited Software Update License & Support section for Skywire as follows:
  - Updated URL for logging service requests.
  - Updated telephone numbers for logging service requests for the following programs: Documaker, Docuflex and PPS (EMEA and Asia Pacific only) and IStream, Document Manager, IStream Publisher, IStream Communicator, Tracker and Launcher.

ClearApp Support

- Added ClearApp Support description.

Global Knowledge Software Support

- Added Global Knowledge Software Support description.

Web-Based Customer Support Systems

- Removed PeopleSoft Enterprise, JD Edwards EnterpriseOne, JD Edwards World, Cimmetry, Crystal Ball and AdminServer as these programs have been integrated with Oracle delivery systems.
- Added ClearApp and Global Knowledge Software to list of programs excluded from OracleMetaLink.
- Removed Customer Connection as this customer support system has been integrated with Oracle's support delivery systems.
- Updated for addition of ClearApp Support Portal.

Global Customer Support Security Practices

- Updated. Please refer to the Global Customer Support Security Practices Statement of Changes for specifics.

Severity Definitions

- Removed service request submission details for Cimmetry and Crystal Ball as these programs have been integrated with Oracle support delivery systems.
- Removed exclusion for Cimmetry and Crystal Ball programs from one (1) hour response time for Severity 1 service requests. These programs have been integrated with Oracle support delivery systems.
- Added ClearApp and Global Knowledge Software exclusion to one (1) hour response time for Severity 1 service requests.
- Added response times for Severity 1 requests as follows:
  - ClearApp programs: twenty four (24) hours, excluding holidays
  - Global Knowledge Software programs: four (4) hours, excluding holidays
- Added ClearApp and Global Knowledge Software program exclusion to 24-hour commitment to Severity 1 Service Requests.
- Removed Cimmetry, Crystal Ball, and AdminServer exclusion to 24-hour commitment to Severity 1 Service Requests. These programs are have been integrated with Oracle support delivery systems.

October 27, 2008

This section describes the changes made to the Technical Support Policies dated September 5, 2008 and reflected in the Technical Support Policies dated October 27, 2008:

Overview

- Removed Moniforce, as product release and supported platform information are now available via OracleMetaLink.

Oracle Configuration Manager

- Corrected spelling errors.

Right to Desupport

- Removed Moniforce as desupport notices are now provided via OracleMetaLink.

Oracle Technical Support Levels

- Added Skywire Online Support Portal to the listing of web-based customer support systems.
- Added "unless stated otherwise" to the end of bullet – "Access to OracleMetaLink, Customer Connection, eSupport Portal or BID Portal (24x7 web-based customer support systems), including the ability to log service requests online" – to clarify that access and/or ability to log online service requests may not be available for all programs.
- Updated Limited Software Update License & Support section for the Moniforce programs webSensor Enterprise and webProbe to reflect acess to OracleMetaLink.
- Deleted Limited Software Update License & Support section for the Moniforce programs webSensor Commerce and webAlarm as these programs have been fully integrated with Oracle support delivery systems.
- Updated AdminServer Support section to reflect revised telephone number for logging service requests.

Moniforce Support

- Updated section for the Moniforce programs webSensor Enterprise and webProbe to reflect access to OracleMetaLink.
- Deleted section for the Moniforce programs webSensor Commerce and webAlarm as these programs have been fully integrated with Oracle support delivery systems.

AdminServer Support

- Updated to reflect revised telephone number for logging service requests.

Web-Based Customer Support Systems

- Removed Moniforce as access to OracleMetaLink is now available.
- Updated OracleMetaLink paragraph to reflect that it is one of five customer support web sites.
- Updated to reflect that access to eSupport Portal is also included with Extended Support and Sustaining Support.

- Updated to reflect that access to BID Portal is also included with Extended Support and Sustaining Support.

Severity Definitions

- Added service request submission details for Crystal Ball.
- Removed webSensor Commerce and webAlarm as exclusions from Severity 1 response time within 1 hour. These programs are now fully integrated with Oracle support delivery systems.
- Removed webSensor Commerce and webAlarm from Severity 1 response times for Moniforce programs. These programs are now fully integrated with Oracle support delivery systems.
- Removed webSensor Commerce and webAlarm as exclusions from 24x7 response by OSS. These programs are now fully integrated with Oracle support delivery systems.

September 5, 2008

This section describes the changes made to the Technical Support Policies dated June 24, 2008 and reflected in the Technical Support Policies dated September 5, 2008:

Overview

- Added AdminServer and Skywire to programs for which product release and supported platforms information is provided in writing.
- Removed Captovation support information as this acquisition has been integrated with Oracle support delivery systems.

License Set

- Made the following changes to the second bullet under "Programs that share the same source code":
    - Updated naming standard for Internet Application Server products.
    - Added Internet Application Server Standard Edition One.

Oracle Configuration Manager

- Added section describing Oracle Configuration Manager (OCM).

Lifetime Support

- Added AdminServer and Skywire to note #1.
- Removed note #6 (waiving of Extended Support fee for Oracle9*i* Database Release 9.2) as waived period expired July 31, 2008.
- Removed note #9 (BEA programs covered by BEA's Customer First Product Retirement Policy and Product Retirement Calendar as posted on eSupport Portal) as BEA programs are now covered under the Lifetime Support policy.
- Added note #10 regarding availablity of Extended Support for Hyperion Pre-System 9 programs and Extended Support fee waiver for customers who purchased System 9 Enablement Fee.

Right to Desupport

- Removed Captovation as desupport notices are now provided via Oracle MetaLink.
- Added desupport information for AdminServer programs.
- Added desupport information for Skywire programs.

Oracle Technical Support Levels

- Removed Limited Software Update License & Support description for Captovation programs.
- Added Limited Software Update License & Support description for AdminServer programs.
- Added Limited Software Update License & Support description for Skywire programs.
- Defined following support offerings: Cimmetry Support, Crystal Ball Support, Moniforce Support, BEA Support, AdminServer Support and Skywire Support.

Cimmetry Support

- Updated name from Cimmetry Maintenance to Cimmetry Support.

BEA Support

- Added BEA Support description.

AdminServer Support

- Added AdminServer Support description.

Skywire Support

- Added Skywire Support description.

Web-Based Customer Support Systems

- Removed Captovation as this acquisition is now integrated with Oracle support delivery systems.
- Added AdminServer to list of product lines excluded from OracleMetaLink.
- Added Skywire to list of product lines excluded from OracleMetaLink.
- Updated link to the Customer Connection web site.
- Updated for addition of Skywire Online Support Portal.

Oracle Collaborative Support

- Changed name of section from Oracle Collaborative Support to Additional Tools.

Severity Definitions

- Deleted Captovation severity definition as this acquisition is now integrated with Oracle support delivery systems
- Added AdminServer exclusion to 24-hour commitment to Severity 1 Service Requests.
- Added Skywire exclusion to 24-hour commitment to Severity 1 Service Requests.

June 24, 2008

This section describes the changes made to the Technical Support Policies dated May 2, 2008 and reflected in the Technical Support Policies dated June 24, 2008:

Overview

- Added reference to BEA's support policies
- Removed Interlace Systems support information as this acquisition has been integrated with Oracle support delivery systems.

Lifetime Support

- Updated for Interlace Systems.
- Added Note # 10 regarding the availability of BEA's Product Retirement Policy.

Right to Desupport

- Updated for removal of Agile and Interlace Systems as desupport notices for these acquisitions are now provided via Oracle MetaLink.
- Added desupport information specific to BEA programs.

Oracle Technical Support Levels

- Added reference to BEA support portals.
- Removed Limited Software Update License & Support definition for Agile and Interlace Systems programs.
- Added Limited Software Update License & Support definition for BEA programs.

Web-Based Customer Support Systems

- Removed reference to Hyperion and Agile customer support systems which are now available through Oracle MetaLink
- Removed reference to Interlace Systems as this acquisition is now integrated with Oracle support delivery systems and thus available through MetaLink
- Added BEA customer support systems; eSupport Portal and BID Portal

Severity Definitions

- Deleted Agile and Interlace Systems specific severity definitions as these acquisitions are now integrated with Oracle support delivery systems

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May 2, 2008

This section describes the changes made to the Technical Support Policies dated February 1, 2008 and reflected in the Technical Support Policies dated May 2, 2008:

Overview

- Incorporated support information specific to the Interlace Systems, Crystal Ball, Moniforce and Captovation acquisitions. Removed Netsure Telecom and Bridgestream support information as these acquisitions have been integrated with Oracle support delivery systems.

Support Terms

- Added license set definition specific to Crystal Ball programs.

Lifetime Support

- Noted pending Lifetime Support policies for the Crystal Ball and Captovation acquisitions.
- Added Lifetime Support dates for Logical Apps, Netsure Telecom, Bridgestream, Moniforce
- Added references to the new separate Oracle Technology, Applications and Retail applications Lifetime Support documents

- Added Note # 9 regarding announcement of Oracle E-Business Suite 11*i*9 Sustaining Support

Right to Desupport

- Added desupport information specific to Interlace Systems, Crystal Ball, Moniforce and Captovation programs.

Oracle Technical Support Levels

- Added reference to new Lifetime support document for Retail application
- Added link to Cimmetry web based support service request form
- Updated support availability times for Agile programs
- Added telephone number for Agile service requests
- Added Limited Software Update License & Support definition for Interlace Systems, Crystal Ball, Moniforce and Captovation programs
- Removed Limited Software Update License & Support definition for Netsure Telecom,

Web-Based Customer Support Systems

- Removed reference to Customer Center Portal, the web-based customer support system for LogicalApps programs.

Global Customer Support Security Practices

- Added new section to reference Oracle's security practices.

Severity Definitions

- Incorporated policies specific to the Crystal Ball, Moniforce, Interlace Systems and Captovation acquisitions.

February 1, 2008

This section describes the changes made to the Technical Support Policies dated January 18, 2008 and reflected in the Technical Support Policies dated February 1, 2008:

Policy Overview

- Incorporated policies specific to the Agile, Bridgestream and Netsure acquisitions.

Lifetime Support

- Added Lifetime Support dates for Auptyma Corporation, Bharosa, Bridgestream, and Netsure Telecom.
- Updated Note #3 as lifetime support dates have been defined for the JD Edwards World releases.
- Updated Note #6 to clarify that the fixes and CPUs provided at no additional cost will be provided for the customer's supported Oracle9i Database Release 9.2 programs.
- Updated policy to reflect that for supported customers whose Oracle application programs are only certified on Oracle9*i* Database Release 9.2 and the release for such application programs is currently supported under Premier Support or Extended Support, the Extended Support fee for

Oracle9*i* Database Release 9.2 has been waived for the period August 1, 2008 to July 31, 2010 (Note 8). For further details, please refer to the Technical Support Policies or contact your Support Sales Representative.

Right to Desupport

- Added desupport information specific to Agile, Netsure, Bridgestream, and LogicalApps programs.

Oracle Technical Support Levels

- Added clarification that for Oracle's Agile, Netsure, Bridgestream, and LogicalApps programs, Software Update License & Support will be limited. Refer to the Technical Support Policies for specific details.

Web-Based Customer Support Systems

- Added reference to Customer Portal, the web-based customer support system for Agile programs.
- Added reference to Customer Center Portal, the web-based customer support system for LogicalApps programs.

Severity Definitions

- Incorporated policies specific to the Agile, Netsure and Bridgestream acquisitions.

January 18, 2008

This section describes the changes made to the Technical Support Policies dated July 10, 2007 and reflected in the Technical Support Policies dated January 18, 2008:

Policy Overview

- Incorporated policies specific to the Cimmetry acquisition.

License Set Definition

- The License Set definition was updated to clarify that a license set consisting of all of a customer's licenses of a program also includes options, Enterprise Manager, and self-service modules licensed for such programs.

Pricing following Reduction of Licenses or Support Level

- Updated policy to reflect that support will not be reduced below the previous support fees paid for the licenses continuing to be supported. So, for example, if a customer purchases a 10 Named User Plus license for $100 ($10 per user) and later requests to reduce the number of users by 3, the support price owed for the remaining 7 users will not be lower than $70.

Program Updates

- Removed Siebel-specific information for program updates as Siebel now follows standard practices for delivery/availability of program updates.
- Updated section to clarify that customers are also responsible for downloading program updates.

Lifetime Support

- Added Lifetime Support dates for Agile, Cimmetry, Hyperion, Lodestar, and Revenue Technologies.
- Added Active Reasoning, Auptyma Corporation, Bharosa, Bridgestream, Interlace Systems, LogicalApps and Netsure Telecom to the list of acquired products that are excluded from the Lifetime Support policy.
- Added Lifetime Support information for Oracle's Cimmetry programs (Note #7). This note clarifies that for Cimmetry programs, Premier Support will be available for two years from when that release became generally available and that Sustaining Support will be available thereafter.

Right to Desupport

- Added desupport information specific to Cimmetry programs.

Hyperion-Specific and Agile-Specific Support Terms

- Updated section to include support policies specific to Agile programs ordered against an Agile master agreement.
- Added "Nondisclosure" terms that apply to Hyperion programs ordered against a Hyperion master agreement.

Oracle Technical Support Levels

- Added clarification that for Oracle's Cimmetry programs, Software Update License & Support will be limited. Refer to the Technical Support Policies for specific details.
- Included a statement regarding the availability of Oracle VM support services, as well as a link to the Enterprise Linux and Oracle VM Support Policies.
- Effective May 16, 2007, Oracle Database Lite RDBMS Support is no longer available for new first year license and support sales and may not be renewed.
- Added a service description for Cimmetry Maintenance that is available for Cimmetry programs and only under certain conditions. Please follow up with your sales representative for any questions you may have about the availability of this service.

Web-Based Customer Support Systems

- Removed references to SupportWeb, MetaSolv Support Portal, and WebSRTS web-based customer support systems for Siebel, MetaSolv and SPL Worldgroup programs, respectively. Web-based customer support for these programs is now available through Oracle*MetaLink*. Note the references were removed throughout the policy document.
- Added reference to e-Support, the web-based customer support system for Hyperion programs.

Severity Definitions

- Incorporated policies specific to the Cimmetry acquisition.

July 10, 2007

This section describes the changes made to the Technical Support Policies dated May 7, 2007 and reflected in the Technical Support Policies dated July 10, 2007:

Lifetime Support

- Added Lifetime Support dates for MetaSolv and Tangosol.
- Added Hyperion Solutions to the list of acquired products that are excluded from the Lifetime Support policy.
- Added that patches and platform certifications for a PeopleTools minor release will be supported for twelve (12) months after the next minor release becomes generally available.

Third Party Vendor-Specific Support Terms

- Renamed "PeopleSoft- and JD Edwards-Specific Support Terms" to "Third Party Vendor-Specific Support Terms.
- Added "application" and "framework" to the list of items that a customer may be required to upgrade to continue receiving support if the third party vendor retires support for its product.

Hyperion-Specific Support Terms

- This is a newly added section that addresses support policies specific to Hyperion programs ordered against a Hyperion master agreement.

Sustaining Support

- Updated service description to clarify that program updates, fixes, security alerts, and critical patch updates created during the Extended Support period will be continue to be available during the Sustaining Support period to those customers who purchased Extended Support.

Web-Based Customer Support Systems

- Updated section to include Hyperion's support portal.

May 7, 2007

This section describes the changes made to the Technical Support Policies dated April 9, 2007 and reflected in the Technical Support Policies dated May 7, 2007:

Lifetime Support

- Added Lifetime Support dates for Stellent.
- Premier Support for the TimesTen In-Memory Database 6.0 release has been extended to September 30, 2008.
- Extended Support for the TimesTen In-Memory Database 6.0 release has been extended to September 30, 2009.

April 9, 2007

This section describes the changes made to the Technical Support Policies dated March 20, 2007 and reflected in the Technical Support Policies dated April 9, 2007:

Oracle Technical Support Levels

- Added a service description for two new support offerings – Oracle Database Lite RDBMS Support and Service Request Packages.

March 20, 2007

This section describes the changes made to the Technical Support Policies dated February 2, 2007 and reflected in the Technical Support Policies dated March 20, 2007:

Technical Contacts

- Updated section to include technical contact information previously included in the "Maximizing Technical Support" section.

Lifetime Support

- Added Lifetime Support dates for SPL Worldgroup and Sunopsis.
- Added MetaSolv and Stellent to the list of acquired products that are excluded from the Lifetime Support policy.
- Updated policy to reflect that for supported customers, the Extended Support fee for Oracle*9i* Database Release 9.2 has been waived for the period August 1, 2007 to July 31, 2008. For further details, please refer to the Technical Support Policies or contact your Support Sales Representative.

Oracle Technical Support Levels

- Clarified that Software Update License & Support includes certification with *most* new third-party products/versions.
- For Sustaining Support, clarified that (i) program releases will receive program updates, fixes, security alerts, and critical patch updates; tax, legal and regulatory updates; and upgrade scripts created during the Premier Support period, and (ii) the availability of hardware systems for program releases not fully supported may be limited.

Previous Technical Support Offerings

- Effective March 20, 2007, Production Support is no longer available for new first year license and support sales. Existing Production Support service contracts may be renewed for as long as Premier Support is available for the supported programs.
- Transferred all obsolete service offerings to a document titled "Previous Technical Support Offerings". There is a link to this document from within the Technical Support Policies.
- Updated Extended Support service description to exclude 24 hour commitment and response guidelines for Severity 1 service requests, and to reiterate that information and skills regarding program releases not fully supported may be limited.
- Added MetaSolv's former technical support offerings: Basic Support, Extended Service Support, and Premium Support.
- Added Sunopsis' former technical support offerings: Standard Support and 24x7 Support.
- Added SPL Worldgroup's former technical support offerings: Support Services, Extension Support, and Licensee Modification Support.

Web-Based Customer Support Systems

- Updated section to include MetaSolv's and SPL Worldgroup's support portals.

Maximizing Technical Support

- Section removed. Information contained within this section has been re-located to other sections within the policies.

February 2, 2007

This section describes the changes made to the Technical Support Policies dated October 25, 2006 and reflected in the Technical Support Policies dated February 2, 2007:

License Set

- Added Enterprise Manager programs to the license set definition.

Custom Application Bundles

- This is a newly added section that addresses support policies specific to custom application bundles.

Lifetime Support

- Added SPL Worldgroup and Sunopsis to the list of acquired products that are excluded from the Lifetime Support policy.

Extended Support

- Removed mandatory purchase requirement for Extended Support. Customers running program releases in which Extended Support is available will now have the option to either purchase Extended Support or renew their existing service contracts to receive Sustaining Support.
- Clarified the Extended Support will be available for only the terminal patchset release of a program.

Sustaining Support

- Updated service description to exclude 24 hour commitment and response guidelines for Severity 1 service requests, and to reiterate that information and skills regarding program releases in the Sustaining Support phase of Oracle's product support lifecycle may be limited.

Gold Support (formerly available from Siebel)

- Updated service description to reflect that Gold Support is no longer available for renewal. Service renewal contracts containing license programs on which a customer had Gold Support will reflect Software Update License & Support upon the next renewal contract.

Web-Based Customer Support Systems

- Updated section to exclude myPortal.

October 25, 2006

This section describes the changes made to the Technical Support Policies dated August 22, 2006 and reflected in the Technical Support Policies dated October 25, 2006:

Policy Overview

- Incorporated support policies specific to the Portal acquisition.

Reinstatement of Oracle Technical Support

- Added clarification that applicable renewal adjustments are applied to the reinstatement and go-forward support fees when support is reinstated.

Lifetime Support

- Added Lifetime Support dates for Demantra, HotSip, Net4Call, Portal, Reliaty, Retek, Sleepy Cat, Telephony@Work, and TripleHop.
- Added Notiva and Sigma Dynamics to the list of acquired products that are excluded from the Lifetime Support policy.

Oracle Technical Support Levels

- Included a statement regarding the availability of Enterprise Linux support services, as well as a link to the Enterprise Linux Support Policies.
- Added a service description for a new support offering, North American Payroll Tax Updates.
- Priority Service
  - Updated description to include priority response from Oracle's Product Development team for product bugs initiated for the resolution of service requests
  - Priority Service is now available globally. Updated description to remove this limitation.
- Sustaining Support
  - Removed option to pay for customer-specific fixes to correct new issues.

August 22, 2006

This section describes the changes made to the Technical Support Policies dated June 1, 2006 and reflected in the Technical Support Policies dated August 22, 2006:

Oracle Technical Support Levels

- Added a service description for Production Support.

June 1, 2006

This section describes the changes made to the Technical Support Policies dated May 15, 2006 and reflected in the Technical Support Policies dated June 1 2006:

Technical Contacts

- Updated this section to reflect Oracle's single policy for technical contacts. We no longer have a separate policy for technical contacts for PeopleSoft, JD Edwards Enterprise One and JD Edwards World programs.

Lifetime Support

- Added Lifetime Support information for Oracle's Retail application programs (formerly available from Retek, ProfitLogic and 360 Commerce). Clarified that for Oracle Retail application program releases prior to release 11, limited Premier Support will be available for seven years from when that release became generally available.

Oracle Technical Support Levels

- Added clarification that for Oracle's Retail application program releases prior to release 11, Software Update License & Support will be limited. Refer to the Technical Support Policies for specific details.
- Updated the Sustaining Support service description to include that customer-specific fixes may be purchased for an additional time- and materials-based fee.
- Clarified that assistance with service requests will be provided on a "commercially reasonable basis" for Sustaining Support.

Severity Definitions

- Added that reasonable efforts will be made to respond to Severity 1 service requests within one hour.

May 15, 2006

This section describes the changes made to the Technical Support Policies dated April 7, 2006 and reflected in the Technical Support Policies dated May 15, 2006:

License Set

- Provided a list of programs as of May 15, 2006 that share the same source code and are therefore considered part of the same license set.

Lifetime Support

- Replaced the link to the Lifetime Support Data Sheet with a link to the specific server technology and application programs covered by Lifetime Support.
- Clarified that tax updates, regulatory changes, upgrade scripts, new software patches, and fixes to the latest release will be made available for as long as IBM supports the iSeries, or at least until 2013 for JD Edwards World programs.
- Added Lifetime Support information for Oracle's PeopleTools programs.

Previous Technical Support Offerings

- Corrected statements that Standard Support, Upgrade Service, Rollout Support, and Multiple Region Support could not be renewed effective February 1, 2006. The correct effective date is April 17, 2006 in which these services may no longer be renewed.

April 7, 2006

This section describes the changes made to the Technical Support Policies dated November 4, 2005 and reflected in the Technical Support Policies dated April 7, 2006:

Policy Overview

- Incorporated support policies specific to the Siebel acquisition.

License Set

- Eliminated "technically dependent" and "bundled programs" from the license set definition. Added programs which share the same source code, licenses of a program which include an option, and licenses of a program which include a self-service module to the license set definition.

Reinstatement of Technical Support

- Replaced the "Support Reinstatement and Pricing Calculations" pricing calculation chart with a summary of how reinstatement and support for the year following the reinstatement period is calculated.

Pricing following Reduction of Licenses or Support Level

- Clarified that in the event there is a reduction of licenses or a reduction in the support level, the repriced support will be capped at the previous support fees paid.

Technical Contacts

- Added Oracle's recommended best practice that Technical Contacts are trained, and such training should include basic product training and other appropriate training necessary for the technical contact's role.

Your Support Identification Number

- This section was removed.

Information Customers Need When Requesting Support

- This section was removed.

Lifetime Support

- Added a link to the Lifetime Support Data Sheet that provides specific product and release information to which the Lifetime Support policy applies.
- Added that Lifetime Support will also be available for Siebel versions 7.8 and 8.0 of the major product lines, and any new versions or releases released after February 1, 2006.
- Added 360 Commerce, HotSip, OctetString, SleepyCat, and Thor Technologies to the list of acquired products that are excluded from the Lifetime Support policy.
- Removed the Vantive Product Retirement Calendar as it is no longer applicable as of December 31, 2005.

Right to Desupport

- Clarified that programs that are designated as subject to Premier Support under the Lifetime Support policy are excluded from the "Right to Desupport" policy.

First and Second Line Support

- This is a newly added section which discusses Oracle's recommended best practice for customers to establish and maintain an organization and process for providing "First Line Support" directly to the customer's users.

Service Name Change

- The support service name "Premier Priority Service" has been changed to "Priority Service". This is a name change only and does not impact the service provided.

Previous Technical Support Offerings

- Added Siebel's former technical support offerings: Standard Support, Gold Support, Service Request Packs, Upgrade Service, Rollout Support, and Multiple Region Support.
- Added note that technical support offerings from acquired companies that are not described in this section have been transitioned to Oracle's technical support offerings.

Web-Based Customer Support Systems

- Updated section to include SupportWeb.

November 4, 2005

This section describes the changes made to the Technical Support Policies dated September 20, 2005 and reflected in the Technical Support Policies dated November 4, 2005:

Lifetime Support

- Added ContextMedia and Global Logistics ("G-Log") to the list of acquired products that are excluded from the Lifetime Support policy.

Oracle Technical Support Levels

- Added a service description for a new support offering, Premier Priority Service.

September 20, 2005

This section describes the changes made to the Technical Support Policies dated May 26, 2005 and reflected in the Technical Support Policies dated September 20, 2005:

Policy Overview

- Consolidated former PeopleSoft and JD Edwards support policies and Oracle support policies throughout the document.

Technical Support Fees

- Added commitment to pay and invoicing requirements.

Lifetime Support

- This is a newly added section that describes Oracle's Lifetime Support policy. Lifetime Support covers Oracle's entire technology stack – database, middleware, and applications. Customers will know upfront how long Oracle programs will be supported.

Right to Desupport

- This section was updated to align with Oracle's Lifetime Support policy.

Oracle Technical Support Levels

- Updated the service description for Software Update License & Support
- Added service descriptions for Extended Support and Sustaining Support.
- Effective March 1, 2005, Incident Support Packages are no longer available for new first year license and support sales as a result of the single service offering, Software Update License & Support announced in March 2005.
- Effective December 29, 2004, World Self Service is no longer available for new first year license and support sales.
- Added a service description for a new support offering, JDeveloper Support, which provides technical assistance for Oracle JDeveloper that has been downloaded from the Oracle Technology Network (OTN) after June 28, 2005. For further details, please refer to the Technical Support Policies or contact your Support Sales Representative.

Previous Technical Support Offerings

- This is a newly added section that archives previous technical support offerings, such as Software Updates, Product Support, Incident Support, World Self Service, Extended Maintenance Support, and Extended Support.

Web-Based Customer Support Systems

- This is a newly added section that describes Oracle's web-based customer support systems, MetaLink and Customer Connection.

Oracle Support Agent

- This is a newly added section that addresses the use of software tools to aid in the resolution of service requests.

Maximizing Technical Support

- "Direct Connect" has been replaced with Oracle's "Collaborative Support".

May 26, 2005

This section describes the changes made to the Technical Support Policies dated October 8, 2004 and reflected in the Technical Support Policies dated May 26, 2005:

Oracle Technical Support Levels

- Effective March 1, 2005, Software Updates and Product Support are no longer available for new first year license and support sales. All references to Software Updates and Product Support have been updated with the combined offering Software Update License & Support. For further details, please refer to the Technical Support Policies or contact your Support Sales Representative.

October 8, 2004

This section describes the changes made to the Technical Support Policies dated July 9, 2004 and reflected in the Technical Support Policies dated October 8, 2004:

License Set

- Added Oracle Database Standard Edition One to the license set definition.

Payment Plan, Financing and Leasing Agreements

- Clarified that technical support acquired under payment plans, financing or leasing agreements is ordered pursuant to the terms of the applicable ordering document.

Right to Desupport

- Added offering period for Error Correction Support.

Extended Support

- Added offering period for Extended Support.

Extended Maintenance Support

- Added offering period for Extended Maintenance Support.
- Removed EMS pricing details (now included on Oracle's Global Price List).

July 9, 2004

This section describes the changes made to the Technical Support Policies dated April 28, 2004 and reflected in the Technical Support Policies dated July 9, 2004:

Support Period

- Technical support is now effective upon the effective date of the ordering document, unless stated otherwise in the ordering document.

Reinstatement

- Created a chart which describes how to calculate the reinstatement fees and the support price following reinstatement for each potential reinstatement scenario.

Unsupported Programs

- Clarified that CD packs or programs that are downloaded for trial use, or purchased or downloaded as replacement media, may not be used to update any unsupported programs.

Program Updates

- To accommodate multiple delivery options for program updates, "Oracle will ship to your specified location" has been replaced with "Oracle will deliver to you, or make available to you for download".
- Clarified that Oracle will deliver one update copy for each supported operating system for which the program licenses were ordered.

April 28, 2004

This section describes the changes made to the Technical Support Policies dated December 5, 2003 and reflected in the Technical Support Policies dated April 28, 2004:

Policy Overview

- Added statement that Oracle will provide support services in accordance with Oracle's Privacy Policy.

Reinstatement

- Updated reinstatement policy. Changes include: (i) revised calculations for the reinstatement fee and the support pricing following reinstatement and (ii) licenses whose programs or metrics are not on the current price list are no longer required to be migrated to currently available license metrics.
- Refer to the Technical Support Policies for further details.

Extended Maintenance Support

- Clarified that when EMS is offered, it is only available for the terminal release of the program and only on limited platforms.

December 5, 2003

This section describes the changes made to the Technical Support Policies dated September 19, 2003 and reflected in the Technical Support Policies dated December 5, 2003:

Policy Overview

- Clarified that Oracle's technical support is provided for currently supported release(s) of an Oracle licensed program (refer to the technical support policies for exact verbiage).

TAR Name Change

- Technical Assistance Request (TAR) has been changed to Service Request (SR). This is a name change only and does not impact the service provided.

Right to Desupport

- Added the following clarification to the Right to Desupport section, "In an effort to continuously enhance and improve our product offering, Oracle may provide additional releases or versions of its programs in the form of an Update as part of our technical support services. It may become necessary as a part of Oracle's product lifecycle to desupport the programs and, therefore, Oracle reserves the right to desupport its programs."

September 19, 2003

This section describes the changes made to the Technical Support Policies dated July 25, 2003 and reflected in the Technical Support Policies dated September 19, 2003:

Program Updates

- The section was modified to include Oracle's obligations regarding future programs and functionality.

July 25, 2003

This section describes the changes made to the Technical Support Policies dated May 27, 2003 and reflected in the Technical Support Policies dated July 25, 2003:

Extended Maintenance Support

- Oracle may offer EMS for products other than Server, therefore the EMS availability language has been changed from "Server products" to "Oracle products."

Maximizing Technical Support

- Added a "Maximizing Technical Support" section that provides suggestions which, if followed, may result in improved speed and quality of services received.

Editorial Changes

- Minor changes were made to make the Technical Support Policies more consistent with the style of the OLSA and Oracle's ordering documents (e.g., changing "Customer" to "you" and "your").

May 27, 2003

This section describes the changes made to the Technical Support Policies dated April 14, 2003 and reflected in the Technical Support Policies dated May 27, 2003:

Support Period

- This section was modified to include the technical support effective date.

April 14, 2003

This section describes the changes made to the Technical Support Policies dated February 7, 2003 and reflected in the Technical Support Policies dated April 14, 2003:

Support Overview

- This section was expanded to clarify that services provided during the support period may not be materially reduced.

Technical Support Fees & Support Period

- These sections were modified to clarify our policies regarding the service expiration date and non-payment of support.

Reinstatement of Software Updates & Product Support

- These sections were expanded to clarify our policies should support be discontinued.

Matching Service Levels

- Removed the requirement for a customer to sign a cancellation letter when support is not renewed.

Pricing following Reduction of Licenses or Support

- This section was created to clarify our policies regarding the pricing of support should the support level or number of supported licenses be reduced at the time of renewal.

Incident Server Support Package

- This section was modified to clarify that Incident Server Support Packages do not include updates and may not be used or sold in conjunction with any other support offering, including Software Updates.

Service Name Change

- The support service name "Extended Assistance Support" has been changed to "Extended Support". This is a name change only.

Extended Support & Extended Maintenance Support

- These sections were modified to expand the programs for which Extended Support and Extended Maintenance Support are available.

February 7, 2003

This section describes the changes made to the Technical Support Policies dated December 13, 2002 and reflected in the Technical Support Policies dated February 7, 2003:

Service Name Change

- The support service name "Updates Subscription Service" has been changed to "Software Updates". This is a name change only.

December 13, 2002

This section describes the changes made to the Technical Support Policies dated October 23, 2002 and reflected in the Technical Support Policies dated December 13, 2002:

Cancellation of Support

- This section was expanded to include the cancellation policy for licenses acquired under a price hold.

October 23, 2002

This section describes the changes made to the Technical Support Policies dated August 07, 2002 and reflected in the Technical Support Policies dated October 23, 2002:

Support Period

- This section was modified to include:
    - the clause, "unless otherwise specified in the ordering document...". This change clarifies that, if an ordering document specifies a term other than 12 months, the term in the ordering document will control.
    - the statement from the former Termination section ("All technical support services ordered for a support period and the related fees are non-cancelable and non-refundable").

Reinstatement

- This section was modified to clarify that the price for support for the year following the reinstatement is the then-current list price for support less the eBusiness discount.

License Set

- This section was modified to clarify the definition of technically dependent and to exclude partner development and demonstration licenses from the license set definition.

Matching Service Levels

- This section was modified to clarify that, for purposes of determining matching service levels, desupport is considered a support level.

Cancellation of Support and/or Licenses

- This section was modified to specify that if a portion of the licenses on a single ordering document is terminated, support on the remaining licenses on that same order will be repriced to reflect the appropriate support discount for the remaining support order.

Termination

- This section was deleted and the contents were moved to the Support Period section.

Right to Desupport

- This section was expanded to include information about Desupport Notices and Extended Support services.

Technical Support Levels

- The Product Support section was modified to clarify that:
  - Customers that have maintained Updates Subscription Service do not have to migrate to current license metrics to purchase Product Support
  - Oracle may make available software tools to aid in the resolution of TARs.
- The section describing the Bronze, Silver and Gold support offerings was removed.
- A section describing Extended Assistance Support and Extended Maintenance Support was added.
- The Incident Support Section was expanded to include details on the new Incident Server Support Packages offering.

Severity Levels

- The language for TAR categorization was simplified to "TARs are categorized as follows:".
- The Severity 1 definition was changed to state that the definition of Severity 1 is not dependent on the system in which the problem exists (production, testing, development, etc.).

August 7, 2002

This section describes the changes made to the Technical Support Policies dated April 17, 2002 and reflected in the Technical Support Policies dated August 7, 2002:

Incident Support and Incident Support Server Packages

- This section has been updated to add a new support offering, Incident Support Server Packages, which provides web-based support on limited product sets.

Extended Assistance Support

- This section was added to allow Product Support customers to receive limited support for certain desupport versions of Data Server and Application programs.

Extended Maintenance Support

- This section was added to allow customers to purchase limited support for specified Data Server programs after they are desupported.

BRONZE, SILVER, and GOLD

- This section has been removed from the Technical Support Policies. Customers who wish to continue these support components should contact their local Oracle Support Sales representative (except as may be provided in an ordering document executed prior to December 16, 1999).

April 17, 2002

This section describes the changes made to the Technical Support Policies dated January 18, 2002 and reflected in the Technical Support Policies dated April 17, 2002:

BRONZE

- This section has been updated to state that Updates Subscription Services and Product Support will be offered upon renewal.

January 18, 2002

This section describes the changes made to the Technical Support Policies dated December 03, 2001 and reflected in the Technical Support Policies dated January 18, 2002:

Reinstatement of Support

- Changes were made in the reinstatement section to be clear that support for the year following reinstatement is based on the current pricing for support following reinstatement, not according to our generic support pricing practices.

December 03, 2001

This section describes the changes made to the Technical Support Policies dated July 21, 2001 and reflected in the Technical Support Policies dated December 03, 2001:

Right to Desupport

- This section was added to the Technical Support Policies to clearly communicate to our customers that we have the right to desupport our programs and that we will provide them with notice if we do.

License Set Definition

- The License Set definition was modified to make our intent more clear. We removed the phrase "and/or installed on the same system" and added examples of what we mean by "technically dependent".

Reinstatement of Support

- This section was modified to make the Reinstatement rules more clear. The actual rules were not changed.

Editorial Changes

- Minor changes were made to make the Technical Support Policies more consistent with the style of the OLSA - Terms that have been capitalized in the past, e.g. Program, Technical Support, Support Period, etc., are now lowercase and "Oracle" was removed from the current service offering names.

July 21, 2001

This section describes the changes made to the Technical Support Policies dated May 10, 2001 and reflected in the Technical Support Policies dated July 21, 2001:

Reinstatement of Support for Licenses Acquired after January 1, 2000

- This section was consolidated with the section on Reinstatement of Support for Licenses Acquired prior to January 1, 2000. There is no longer a distinction in the reinstatement rules based on when the licenses were purchased, but rather, the rules differ slightly if the license metrics are currently available on the Price List or not. The Reinstatement Rule for license metrics currently available on the Price List (or eBusiness licenses) has been changed to allow customers to reinstate Updates if they did not originally purchase them or if they lapsed for an entire License Set only. There is a new Reinstatement Fee equal to 150% of the list Updates price, or currently, 22.5% of list license prorated back to the lapse date.

Reinstatement of Support for Licenses Acquired prior to January 1, 2000

- This section was consolidated with the section on Reinstatement of Support for Licenses Acquired after January 1, 2000. See above.

License Set Definition & Matching Service Levels Policy

- The License Set definition has been expanded to include not only related (or technically dependent) programs but all licenses of a particular program that a contracting entity owns. The Matching Service Levels Policy remains basically the same, it contains an added clarification regarding which licenses in a License Set that you can choose to leave unsupported.

May 10, 2001

This section describes the changes made to the Technical Support Policies dated April 4, 2001 and reflected in the Technical Support Policies dated May 10, 2001:

Reinstatement of Support for Licenses Acquired prior to January 1, 2000

- This section was updated to clarify that Technical Support will be offered to the Customer at Oracle's then current list prices, instead of then current prices.

April 4, 2001

This section describes the changes made to the Technical Support Policies dated December 20, 2000 and reflected in the Technical Support Policies dated April 4, 2001:

Contact Information

- This section was updated with the following address for Oracle Support Services:
  Oracle Support Services (OSS)
  12320 Oracle Boulevard

Colorado Springs, CO 80921 U.S.A.

December 20, 2000

This section describes the changes made to the Technical Support Policies dated August 1, 2000 and reflected in the Technical Support Policies dated December 20, 2000:

Reinstatement

- The Reinstatement Fees for reinstating license acquired prior to January 1, 2000 is now based on the prorated price of Update Subscription Services only - not Updates plus Product Support.
- The Reinstatement section has been rewritten to make the 6 month waiting period for reinstating Product Support once lapsed more clear.

Unsupported Programs

- This section has been revised to reflect the fact that a customer may initially purchase the CD packs necessary to obtain the licensed programs, but may not purchase any subsequent CD packs. It had previously disallowed the purchase of any CD packs for unsupported programs.

Technical Contacts

- Technical Contacts no longer have to be an employee of the Customer, nor located at the Customer's premises.
- The net Support fees needed to receive additional Technical Contacts has been changed from $60,000 to $250,000.

Extended Assistance

- The Extended Assistance section has been removed from the Technical Support Polices, it is however still explained in the Support BP.

Updates Subscription Service

- The Transfer Rights section has been removed as we no longer have Transfer Policies.

BRONZE, SILVER and GOLD

- These sections have been updated to confirm that these offerings are no longer available and that Updates Subscription Services and Product Support will be offered upon renewal.

Support for International Licenses

- This section has been removed from the Technical Support Policies because we offer support on a global basis and these distinctions should be transparent to the customer. These distinctions were purely driven by internal revenue allocation concerns.